

Date: 2020-06-10

Re: MCFD and First Call - Youth and Young Adult Weekly Discussion – Week of June 15, 2020

Q.1 In focusing on systemic change, and the Ministry's dedication to people of colour and marginalized populations, we are searching for updates on the indefinite implementation of cultural activities as accredited life-skills programming. How can we support this implementation?

- The addition of cultural activities as a life-skills learning domain was introduced as part of the Temporary COVID-19 Emergency Measures. These measures have been approved until June 30, 2020 and conversations to plan for the future are currently underway.
- MCFD is utilizing platforms such as Agedout.com and the Federation of BC Youth In-Care Network (FBCYICN) to share information regarding ways youth and young adults can access resources and supports.
- First Call may support awareness and access by sharing about the cultural activities life-skills domain with young adults, their communities and networks.
- MCFD is also undertaking an evaluation of the temporary emergency measures to determine which measures had the greatest impact for young adults to inform future planning and programming.
- MCFD will be reaching out to youth serving organizations, inclusive of First Call, to hear about what has worked well and what hasn't.
- There is an opportunity for MCFD to collaborate with the RCY to hear from youth about their experience with the temporary emergency measures.

Q.2 Many youth and young adults face prejudice from their workers – including racial bias, and misinformation based on previous file information. Will youth, after the pandemic, be given the option, and support to find a worker that they feel safe and comfortable with?

- Youth and young adults should have a worker with whom they feel safe, respected, and comfortable.
- Youth and young adults are encouraged to ask to speak with the Team Leader/Supervisor if they feel they are experiencing prejudice from workers.

Q.3 Historically, there has never been a pandemic without a second wave. Before the second wave – extended supports, or not, will youth be provided with the tools and resources they need to connect? When the communication be released regarding this information?

- MCFD is having discussions with front line staff and doing orientations about the Emergency Measures.
- Information regarding the future of the Emergency Measures will be shared as updates come forward.

Q.4 In review of our previous suggestions of a comprehensive and universal platform for mental health – which of the suggestions align with Ministry goals in envisioning this platform?

- Mental health support continues to be a work in progress for the ministry, including exploring existing mental health programs.
- Updates regarding mental health support will be provided as they arise.

Q.5 With the upcoming semester, the environments being prepared aren't necessarily ideal for youth. Will youth be supported with their pursuit of education during COVID-19?

- If online platforms aren't working for them, young adults are encouraged to connect with their AYA worker to have conversations about how MCFD can support them to achieve their goals.

Q.5a How the ministry will adapt the course load to support young adults?

- The current criteria for AYA is a 60% course load. The course load requirement is 40% for those with a permanent disability.

Questions from Childcare Stakeholders – May 7, 2020

Staff Safety

- Will Early Childhood Educators get priority testing?
- Childcare providers are concerned about having enough staff to care for the number of children in their facilities. Are there new ratios that apply to care during the COVID-19 pandemic.
- Is it safe for staff to work in more than one facility a day or throughout the week?
- Can you please provide safety recommendation on parent arrivals and departures and on bussing children?
- In the interest of protecting staff, should parents be allowed in the childcare centres or should they just drop off and pick up children at the door or outside?

Sanitization

- How do we keep playground equipment and outdoor climbers sanitized and safe?

Physical Distancing / COVID Transmission

- How do we practically incorporate appropriate physical distancing? For example, what if there is little room for spacing out nap maps.
- Are there different physical spacing recommendations for siblings as compared to non-sibling children?
- What is the maximum group size for school aged children? Is there a maximum centre size as well, ie: total number of groups in a single facility/centre.
- Does the risk of COVID infection in children increase in older children and if so, at what age do you see an increased risk?
- Is it safe for immune-compromised children and adults to be involved in a day care setting?
- We heard from Dr. Daly that if a child displays symptoms they should go home, once symptoms go away, they can come back to centre. However, we have also been told that if a child displays symptoms, they should go home and self isolate for 10 days. Can you please clarify which direction should be followed?

Re-opening

- Should smaller centres be re-opening in a staggered way – taking in only a few children at a time to help build staff confidence?
- Can you please address the increased health risks in First Nations communities due to multi-generational households and the presence of Elders in many family settings? Should First Nations communities be considering re-opening childcare centres in the same way as other communities or should there be a different approach?
- When we re-open or increase the children in our care, how do we track whether we are continuing to operate in a safe way? How can we ensure we remain a safe environment day after day?
- Some childcare facilities are housed in schools. As schools ramp up, are there any additional protocols to keep this shared space safe?

Requested Materials/Protocols

- Will you be providing a risk assessment tool?
- Are there going to be printable posters for us to put up in childcare centres with key information for parents to see?
- Will you please provide clear protocol and processes for childcare providers to follow should do if a child, parent or staff gets COVID 19.

Reports on Child Care Matching Program – from Surveys with Parents



May 13 2020 Parent
Intake Survey.msg



May 18 Parent Intake
Form Feedback Surve



Week ending May 22
Inventory Referral an



May 22-29
ReferralDashboard da



June 8-12
reporting.pptx



June 15-19
reporting.pptx

Federation of Community and Social Services of BC

Covid-19



COVID-19 Questions

Questions in black font



Answers in blue font



Pursuing additional information in green font



Q1	Will agencies that close their programs be penalized? Or asked to defend their decision to funders? Will they be trusted to make the right decision for their community and staffing levels?
A1	<p>Service providers need to first talk to their contract manager. If services are reduced or suspended after consultation with their contract manager in MCFD, then contracted service providers will continue to receive funding they would have otherwise received in situations where service provision is compromised as a result of COVID-19.</p> <p>It is our hope that service providers will be able to maintain services, even if delivered by different methods.</p>
Q2	What does MCFD consider essential services? Does an agency need to ask permission to close programs? From whom? What will they need to provide to defend decisions?
A2	MCFD follows the Provincial Health Officer's direction on what is an essential service. Contracted service providers need to work with their contract manager in MCFD to determine how to adapt the way in which they can provide services to minimize transmission of COVID-19.
Q3	Direction to childcare programs? Remain open? What if programs can't meet staffing requirements as per licensing?
A3	<p>Contracted service providers experiencing increased costs due to staff shortages, increased overtime and/or increased demand as a result of COVID-19 can receive incremental funding to continue the delivery of essential services in the immediate term (through to April 30, 2020).</p> <p>The COVID-19 pandemic is a dynamic and evolving situation and we strongly encourage contracted service providers to continue to adapt their services in order to operate in a way that minimizes the transmission of the virus. Examples of adaptations could be but are not limited to: meeting via phone or skype and increasing indirect services through the use of virtual meetings, and or taking advantage of training opportunities.</p> <p>It is important that social service organizations take direction from the Public Health Officer on how to reduce the spread of COVID-19 and support health and safety while continuing to provide these important social services</p> <p>For Child Care The Provincial Health Officer has advised that parents who can remain home with their children must do so.</p> <p>However, many <u>essential service workers</u>, as deemed by Emergency Management BC and the Ministry of Public Safety and Solicitor General, still need child care in order to provide the services British Columbians rely on in their daily lives. Child care providers are asked to prioritize essential service workers in their service provision.</p>

	<p>Licensed group child care providers and smaller home-based child care providers are eligible for temporary emergency funding to keep operations going or maintain their business while closed.</p> <p>Child care providers must continue to abide by the Community Care and Assisted Living Act, and the Child Care Licensing Regulations. Staffing exemptions may be available through local health authorities and providers are advised to contact their local Health Authority Licensing Officer regarding health and safety considerations.</p>
Q4	Direction to residential programs? If a client becomes ill? If agencies do not have enough "Hub screened" staff can they pull in staff from other program areas?
A4	MCFD provided an interim approach to screening and assessing new caregivers on March 23, 2020 that meets the minimum requirements for a new caregiver in a CRA.
Q5	Direction to family programs (both voluntary like drop-ins and Family resource programs) and mandated (like supervised visitation or parenting programs linked to child welfare incidents).
A5	<p>It is important for children and youth in care to remain connected in a meaningful way to their family, extended family and community now more than ever. We recognize that we are in an unprecedented time and that we need to be focused on physical health, while at the same time supporting connections, belonging and attachment.</p> <p>Due to the BC Provincial Health Officer's order and recommendations on how to stop the spread of COVID-19 and the fact that a Provincial Emergency has been declared in BC., we have determined that "in person" visits with children and youth who are in care are inconsistent with these directions.</p> <p>It is with considerable consultation and discussions that effective March 25, 2020 all visits between children in care and their families will be conducted virtually (e.g. Skype, telephone).</p> <p>Organizations along with DAA and MCFD will need to be creative with the ways that we keep children, youth, families and their communities connected, much the same as we have had to do in our own families and with each other. Some of the ways include: supporting multiple ways for communicating, e.g., video conference, email, phone or text.</p>
Q6	Direction to clients of mandated services if they are reporting the need to self-isolate or quarantine. What is the agency's responsibility to confirm health status or enforce attendance?
A6	Follow the direction of the Public Health Officer (PHO), as the ministry would not be directing service provider activity contrary to the PHO letter sent out on March 19.
Q7	Access to face masks for residential services to protect staff should a client fall ill; how can this be coordinated across government?
A7	<p>The Provincial Emergency Coordination Centre is coordinating a global ask and will prioritize the distribution of masks and PPE as they become available.</p> <p>MCFD follows the advice and direction of the Provincial Health Officer. The Provincial Health Officer has stated that masks should be used by sick people to prevent transmission to other people. A mask will help keep a person's droplets in. It may be less effective to wear a mask in the community when a person is not sick themselves. Masks may give a person a false sense of security and are likely to increase the number of times a person will touch their own face (e.g., to adjust the mask).</p> <p>Physical distancing, regular washing of hands is the medically recommended way to prevent spread of COVID19 to healthy people.</p>

Q8	Contingency funds for agencies that will incur staff overtime in order to keep essential services operating?
A8	Contracted service providers experiencing increased costs due to staff shortages, increased overtime and/or increased demand as a result of COVID-19 can receive incremental funding to continue the delivery of essential services in the immediate term (through to April 30, 2020).
Q9	If an agency is forced to close a program, what direction is there to ensuring staff are still paid (for non-union)? Should this come out of sick time? Vacation time?
A9	Service providers are expected to continue to pay staff and operating costs with this continued cash flow (through to April 30, 2020).
Q10	For agencies that partner with subcontractors: One of their subcontractors has closed for 30 days. What are the financial ramifications with their MCFD contracts if they, or their subcontractor, closes programs?
A10	If services are reduced or suspended after consultation with your contract manager in MCFD, then contracted service providers will continue to receive funding they would have otherwise received in situations where service provision is compromised as a result of COVID-19. In this case service providers are expected to continue to pay for staff wages and rent etc. during this time (through to April 30, 2020).
Q11	What platform can I use to communicate with clients/colleagues (Skype, Zoom etc)?
A11	At this time, Skype for Business and ZOOM are the only approved platforms for video conferencing sessions when delivering Ministry services that will include personal information. When communicating with MCFD, you can ask for updates on the policy regarding what platforms can be used.
Q12	For accreditation, how will site visits be impacted by Covid19?
A12	Both COA and CARF have informed us that they are not intending to travel at this time due to the travel advisories in place. Site visits will not be proceeding at this time. We will advise when we receive updates from COA and CARF.
Q13	What is happening with children in care and access?
A13	New practice guidelines have been developed for social workers. Agencies, parents and children are encouraged to talk to their social worker about access and visits.
Q14	What is the direction given to foster parents/staffed residential agencies regarding youth not following social distancing protocols?
A14	Care providers have been given information about COVID-19. Call centralized screening to report any children, youth, caregivers or staff that are confirmed to have COVID-19 at 1 800 663 9122. We held a town hall for youth and young adults in partnership with the Federation of BC Youth in Care Network and planning to host additional town halls. We are also developing resources and engaging with the Youth Advisory Council (YAC) to support increased messaging to youth from youth about the importance of physical distancing.
	Is there a timeline for the materials produced with YAC?
A14-2	They are still in progress and will be posted through the YAC out to the youth and young adult networks.
Q15	What is happening with AYA and youth aging out of care in the next few months?
A15	For youth living in a foster care placement, a contracted residential agency or with extended family under the Extended Family Program and reaching their 19 th birthday during the pandemic: <ul style="list-style-type: none"> The ministry is able to extend current living arrangements post-19 so the youth can continue to live where they are during this pandemic.

	<p>For a youth living in an Independent Living Agreement (ILA) or Youth Agreement (YAG) turning 19 during this pandemic:</p> <ul style="list-style-type: none"> The Ministry can extend your ILA or YAG agreement during the term of this pandemic <p>For a young adult participating in the Agreement with Young Adult Program whose education, life skills, or rehabilitation program is postponed and the youth unable to attend due to pandemic related issues:</p> <ul style="list-style-type: none"> The Ministry will apply the summer policy and the young adult will continue to receive payment until such a time that education, life skills or rehabilitation programming resumes. We are working on a measure to ensure that any paused time due to COVID-19 will not count towards the maximum 48-month program duration or age limit of 27. <p>For young adults who have recently aged-out of care:</p> <ul style="list-style-type: none"> We would like to help these youth – we are working to contact these adults and explore options for the youth to participate in the AYA program and/or also ensure you are accessing all the federal and provincial benefits available. These emergency measures will help young people safely stay where they are.
Q16	What website should I check for updates?
A16	The best source for public updates is https://www2.gov.bc.ca/gov/content/family-social-supports/covid-19-information
Q17	What is the update on masks and other protective gear?
A17	<p>The answer remains the same as A7 (re coordinated ask through EMBC) with the addition of Minister Dix's comment at the PHO conference March 30th that shipments are starting to come in, and that we just received one million masks today. (Note: there is no guarantee that MCFD will be getting all the masks that it is seeking, or that all providers will have access to some).</p> <p>Is there any more information you need from the sector with regards to need for masks and supplies? Note that agencies are following the PHO directives and are only seeking masks to manage in the event that a client becomes ill and staff are providing care (for the client who is ill to wear the mask).</p>
A17-2	We will seek additional information from the sector if needed.
Q18	What can you tell agencies that are having challenges accessing information about testing?
A18	MCFD regularly reviews the publicly available information about access to testing that the Provincial Health Officer provides including updates on testing strategy. Foster parents and agencies are encouraged to do the same.
Q19	The practice bulletin regarding access visits for CIC that was sent says it's #4, and "updated". Are there others that we have missed? And are they being posted on a publicly available MCFD site somewhere? ... Can they be sent to us when they are posted please and then we can circulate them?
A19	MCFD staff have been working on solutions and a way forward in this unprecedented time. There have been interim practice directives and practice bulletins that respond to COVID-19. We are working on posting all of the COVID related practice directives and bulletins to our MCFD internet site at https://www2.gov.bc.ca/gov/content/family-social-supports/covid-19-information

	The COVID-19 information is fluid and as the Public Health information changes, we need to update documents to ensure they are relevant to the present-day situation.
	Are there other practice bulletins (ie. 1-3) that the sector could have access to? I don't see the practice bulletins on the website listed.
A19-2	Yes there are practice bulletins 1-3 and these will be made available on the website noted in A19. We will let you know when they are live.
Q20	Is there a way that MCFD could communicate more regularly with service providers, at either the regional or provincial level? It has been useful with other funders to be part of calls where people can hear information, and have an opportunity to ask questions." I am hearing this a lot, I think the sooner we can book another member's call the better, and maybe we should consider just making it a weekly call for the next few weeks?
A20	The all members call held on April 1 was a good opportunity to communicate.. We will follow up with the Federation and schedule another provincial call.
Q21	Are we able to share the practice guidelines? It may help our members decide how to address certain situations if they can see what MCFD is doing.
A21	We are working on posting practice directives and bulletins to our MCFD external web site. We will let you know when they are live and you will be able to share them.
Q22	Is there direction around staff doing home visits with vulnerable families?
A22	New practice directives have been developed for social workers. Agencies, parents and children are encouraged to talk to their social worker about access and visits.
Q23	Is there direction to foster parents/staffed residential regarding youth not following social distance protocols?
A23	Care providers have been given information about COVID-19. Call centralized screening to report any children, youth, caregivers or staff that are confirmed to have COVID-19 at 1 800 663 9122. See question 14.
Q24	What are the impacts to AYA, and youth aging out of MCFD services in next few months?
A24	Youth in care will not age out of services during the COVID-19 pandemic and those who have recently aged out and receive ministry support under the AYA program, will have their support extended. We are exploring all avenues to ensure young people don't fall through the cracks. <ul style="list-style-type: none"> • For specifics – see answer to question 15
Q25	What are the accreditation impacts?
A25	Please see question 12.
Q26	What Online platforms can agencies use other than Skype for business?
A26	Please see Q11 and A11
Q27	Just wanting to confirm our understanding is that the one-site directive from the PHO does not apply to the community social services sector, and that this is consistent with has been communicated to MCFD staff?

A27	<p>This Order is not intended to restrict staff from employment that is not at a facility, such as home support, social services, or other employment outside a facility.</p> <p>Whole letter is here: https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/reports-publications/covid-19-pho-order-movement-health-care-staff.pdf</p>
Q28	<p>Would it be possible for EDSs to set up regional calls? Other funders are doing this and members are reporting it would be very helpful. Particularly as there is a lot where service providers are being directed to connect with their local MCFD contact anyways this could create some efficiencies for everyone while also enabling some peer support at the local level. We can assist in setting these up if that would be useful.</p>
A28	<p>Karen Blackman A/ADM of service delivery is open to discussing this further around what the calls might entail and how it is helpful.</p>
Q29	<p>Interior Health released the attached document to their contracted service providers. Folks asking whether MCFD will be producing something similar for staffed residential where client personal care takes place? We've taken this to the PHO because we understand a document for the community sector is in draft stage at this time. But just wanting you to be aware</p>
A29	<p>Provided as information only at this time as it has been actioned to the PHO.</p>
Q30	<p>Caregiver model programs (i.e. not staffed residential): we understand that MCFD is increasing foster parent rates by \$300 in May on their maintenance pay, to line up with the additional amount that families will get for the Child Benefit program. We are wondering if these additional funds will also be made available to Carehome families (who hold sub-contacts with agencies)</p>
A30	<p>The additional \$300 lift to the CCB in May's payment will not be provided to community agencies as the Ministry does not provide satellite homes with the federal child benefit (satellite homes' funding levels are determined by the CRA). MCFD pays what is needed for the satellite homes, as determined by the agency. The amount the satellite homes receive (similar to a staffed CRA) is negotiated (the federal child benefit received by MCFD for each of the CYICs reaches those homes due to the higher negotiated funding level). Therefore, we don't provide the CRA with the funds to provide to the satellite caregiver because we already fund at a negotiated rate specific to the needs of the children.</p>
Q31	<p>When is the guidance document on tools for collaboration due to be shared with the sector?</p>
A31	<p>What conferencing and collaboration tools can be used to deliver virtual services?</p> <ul style="list-style-type: none"> • Skype for Business is the standard BC Government platform for video-conferencing and can be used for internal and external conferencing. • If an external participant does not have Skype for Business installed on their computer, they can use the "web app" in the invitation to join a meeting if it is scheduled by a ministry worker. • If a participant is using another type of device (e.g. phone or tablet) they can install the Skype for Business application appropriate for their device and then join the meeting. • If Skype for Business does not meet needs, Zoom is also currently available for use. Instructions for using Zoom are posted on the iConnect intranet site. Examples where Zoom might be preferred include when the following are essential: <ul style="list-style-type: none"> ○ multiple concurrent video feeds ○ breakout rooms ○ higher quality video (for example to read sign language or monitor facial expressions) • DAA's, Service Providers, and others externally hosted conferencing should meet the security and privacy requirements of your organization. <p>Is ISD providing special devices to support virtual service delivery?</p> <ul style="list-style-type: none"> • ISD is not providing devices to ministry staff, DAAs, or Service Providers.

	<ul style="list-style-type: none"> • However ministry staff and DAAs do have access to Corporate Supply Arrangements with special price offerings for devices from common vendors. • If an authorized spending authority in the Ministry or a DAA require support or assistance in accessing supply arrangements with common vendors, ISD would be pleased to assist. <p>How do clients get devices and stay connected?</p> <p>Vendors such as Rogers or Telus Offer Low Cost Options for devices and getting connected. Examples:</p> <ul style="list-style-type: none"> ○ Telus Internet for Good ○ Mobility for Good
Q32	We've started tracking staffing issues for staffed residential - would this be useful to anyone to see?
A32	Yes, this would helpful, please send it to rob.byers@gov.bc.ca ; adam.mckinnoon@gov.bc.ca ; nadine.criddle@gov.bc.ca



BRITISH
COLUMBIA

VIA E-MAIL

Ref: 248356

March 30, 2020

First Nations Leadership Council
BC Assembly of First Nations
First Nations Summit
Union of British Columbia Indian Chiefs
E-mail: c/o djohnson@ubcic.bc.ca

Dear First Nations Leadership Council:

Thank you for your letter of March 23, 2020, addressed to the Honourable Marc Miller, Indigenous Services Canada, and the Honourable Katrine Conroy, Minister of Children and Family Development. In your letter, you write to requesting an immediate, specific and coordinated response to ensure services, supports and resources are available for First Nations children, youth and families during the COVID-19 pandemic. I am pleased to respond to the questions and concerns that you have raised on behalf of Minister Conroy.

As discussed on our phone call of March 26, 2020, the current situation facing the Ministry of Children and Family Development (MCFD) and all of government is an unprecedented one. I would like to assure you that our offices remain open with rotating staff. Now more than ever, our staff are stepping up to support families where ever possible. We are shifting our practice and our services to meet the needs of children and families as we all adapt to this evolving situation.

As information changes, we will make every effort to ensure that you are kept up to date as best as we can. On our call, we agreed to work with technical staff from the First Nations Leadership Council (FNLC) to share a weblink to the external MCFD COVID-19 Web site. While this work happens, I have attached the link to the Web site where you will find the most up to date information: <https://www2.gov.bc.ca/gov/content/family-social-supports/covid-19-information>.

Respite Care & Jordan's Principle

MCFD remains an essential service and our offices remain open to provide services and supports to children, youth and families who need them. MCFD continues to support the immediate needs of children, families and caregivers as required. This includes children with special needs and child care. We are actively tracking our supports and working with our service providers to manage their services differently so that they can continue to support children and families and deliver the services we have asked them to.

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Child care has been addressed and the ministry has created financial incentives for child care operators. The majority of child care workers and centres continue to operate. At this time, the priority for child care centres are those essential workers as deemed by the Provincial Health Officer. Attached are some Q&As with regard to child care. Additional information can be found at the Web site listed above.

Interim Practice Guidelines have been provided to staff who deliver services under all six service lines of MCFD. Direction has also been provided to ministry staff to ensure they are aware of how to manage key financial procedures during this time. The Interim Practice Guidelines have been attached for your reference.

Youth and Young Adults

MCFD is working on a plan to address the unique needs of youth who are living independently, on Agreements with Young Adults and those youth who are close to transitioning out of care. We have assured our youth that we will continue to support them financially. We are working to put together an information package of supports for our youth. We are also looking to address a number of issues as it pertains to youth who are on the cusp of aging out of care. We will share that information with you as it becomes available.

A practice bulletin has also been developed and shared with staff from both MCFD and the Delegated Aboriginal Agencies (DAAs). This practice bulletin provides guidance to staff who work with youth living independently, on Youth Agreements and Agreements with Young Adults. The letters we have sent to the youth as well as the Practice Bulletin #3 are attached for your reference.

Family Connections and Access

As discussed, MCFD is suspending in-person visitation. While in-person visitation has been suspended, it remains our expectation that children and families continue to have contact with and access to their families and loved ones during this time. Families will be supported to continue ongoing access and visitation using a variety of technological supports. These messages will be reinforced with MCFD and DAA staff as well as with families and caregivers. A copy of the letter as well as the practice bulletin is attached.

A copy of the draft practice bulletin was also shared with representatives from FNLC on March 25, 2020.

Increased Prevention and Support Services

MCFD continues to provide services that are essential to families that fall under the mandate of the ministry. Some services that you mention – such as income security, housing security and food security – require a government-wide approach to ensure those families who are most vulnerable get the supports they need. The Provincial Emergency Coordination Centre is activated and is working with the Health Emergency Coordination Centre to provide a whole-government approach. Planning



focuses on ensuring critical or essential services remain available to British Columbians and support the provincial health system.

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Access to Justice

At this time, MCFD is working closely with our colleagues at the Ministry of Attorney General with regards to managing court matters. Information is being shared on a regular basis with our Executive Directors of Service as well as with the Executive Directors of the DAAs. We continue to focus on prevention and family supports in an effort to avoid the use of any court process during this time. For up to date information on how family court matters are being addressed, please see the practice directive attached to this letter.

Concerns were also raised with regards to the DAAs. The office of the Provincial Director of Child Welfare is in regular contact with the DAAs and is inclusive of the DAAs when making decisions. I understand that DAAs and MCFD are in regular contact to ensure that information is being shared in a timely manner. It was also discussed that some DAAs had closed their offices and were not available to deliver services. We are tracking the status of all DAA offices and the level of service provision.

As a ministry, we remain committed to implementing *An Act respecting First Nations, Inuit and Métis children, youth and families*. We continue to engage in discussions regarding child welfare jurisdiction with those Indigenous communities that are interested, and able to do so, in collaboration with the federal government. We also remain committed to our ongoing collaboration and partnership with the First Nations Leadership Council and with Canada on the transition of jurisdiction over child and family services to First Nations.

If you have any questions regarding any of this information, please do not hesitate to contact Denise Devenny, Assistant Deputy Minister, Partnership and Indigenous Engagement at Denise.Devenny@gov.bc.ca. She will remain your contact during this time.

Thank you writing and for the conversation on March 26, 2020, regarding these very important matters.

Sincerely,

Allison Bond
Deputy Minister

pc: Denise Devenny

Enclosures





fc: Correspondence Management
Teresa Dobmeier, ADM, SDD
Rob Byers, Finance and Corporate Services
Steven Yong, Executive Director, Modelling, Analysis
and Information Management Branch
Krista Cain, Director, Executive Operations

COVID-19 Q&A Sessions: What We Have Heard

During the COVID-19 pandemic several Q&A sessions have occurred with partners such as the Federation of BC Youth in Care Networks, First Call, the Federation of Community Social Services of BC, and Youth and Young Adults.

Using the questions asked during these engagements and analysis was completed and four high level themes arose. These themes are housing, AYA barriers, technology, and communication.

The following will provide some further information on what was heard regarding each of these high-level themes.

Housing

- It is challenging to get the support needed to obtain housing during this time and not everyone may want to remain in their current placement or had a placement before the COVID-19 pandemic.
- what steps is MCFD taking to make sure everyone has a placement that wants one and not one loses their placement during the pandemic. This includes losing a placement due to not following physical distancing outside of the placement.

AYA Barriers

- Questions raised about how will using AYA during COVID-19 affect the 48 months and how AYA eligibility will be affected during program interruptions.
- Young Adults are experiencing delays having their AYA application approved (in the data it is noted as a delay of several weeks).
- It was noted that historically young adults have experienced being turned away due to not meeting all documentation requirement such as having proof of enrollment. Question asked regarding how MCFD will ensure this does not happen.

Technology

- Youth & Young Adult's not having access to reliable technology is brought up 17 times in relation to MCFD communication plans as well as access to programs (many of which are now offered only online) and overall safety and wellbeing.

Communication

- How will MCFD communicate with Young Adult's who have aged out.
- How will MCFD communicate with Youth & Young Adults who do not have access to technology.
- Who should a Youth or Young Adult connect with for support and what to do if they do not want to connect with a previous worker?

**Child Care BC Updates: COVID – 19 Initiatives
Stats, Facts and Trends
May 8, 2020**

COVID INITIATIVES

a) Temporary Emergency Fund (as of April 28, 2020 – new numbers available May 5th)

88% (4,204) of the active facilities in April and 72% (3,462) of active facilities in May have signed up for TEF supporting over 95,000 (open and closed) spaces in over 4,000 facilities across B.C.

April

4,204 facilities have submitted a TEF sign-up form for April

- 1,582 facilities (38%) reported as closed – representing (35,634 spaces)
 - 443 (28%) facilities are private family (3,211 spaces)
 - 495 (31%) facilities are private group (11,857 spaces)
 - 644 (41%) facilities are non-profit group (20,195 spaces)
- 2,622 facilities (62%) reported as open – representing (61,162 spaces)
 - 1,028 (38%) facilities are private family (7,450 spaces)
 - 1,196 (47%) facilities are private group (37,891 spaces)
 - 398 (15%) facilities are non-profit group (15,821 spaces)

May

3,462 facilities have submitted a TEF sign-up form for May

- 1,179 facilities (34%) reported as closed (2x base payments) – representing (24,467 spaces)
 - 366 facilities (31%) are private family (2,654 spaces)
 - 368 facilities (31%) are private group (8,229 spaces)
 - 445 facilities (38%) are non-profit (13,764 spaces)
- 2,283 facilities (66%) reported as open (7x base payments) – representing (52,921 spaces)
 - 888 facilities (39%) are private family (6,436 spaces)
 - 1,118 facilities (46%) are private group (35,478 spaces)
 - 277 facilities (15%) are non-profit (11,007 spaces)

Total TEF expenditures to date: \$84.3M

- On April 20, May TEF Sign-up/CCFRI reporting forms were emailed to support providers to receive TEF payments by May 1
- The May TEF form included a question asking providers if they have vacancies for essential support workers and 79% of open facilities said yes (as of April 28, 2020). These responses will be shared early next week with CCRRs to support the Matching process.

b) Matching Program for ESW

Child Care Parent Intake Form Summary, cumulative data, up to April 27, 2020

1. By Health Region

Health Region	Count of Families/Parents	Number of children under 36 months (infant / toddler)	Number of children aged 3 years through kindergarten	Total Children
Fraser	278	133	247	380
Interior	148	89	109	198
Northern	44	21	45	66
Vancouver Coastal	107	60	67	127
Vancouver Island	209	106	174	280
Unknown	8	4	10	14
Grand Total	794	413	652	1,065

2. By Parents' Occupations

Parents' Type of Work	Count of Families/Parents	Number of children under 36 months (infant / toddler)	Number of children aged 3 years through kindergarten	Total Children
Communications	16	11	10	21
Critical Infrastructure	15	8	10	18
Food and Agriculture	31	14	25	39
Health Services	454	247	367	614
Law Enforcement	81	35	74	109
Non-Health	72	36	69	105
Other	33	13	30	43
Sanitation	6	7	6	13
Transportation	25	12	19	31
Vulnerable Population	61	30	42	72
Grand Total	794	413	652	1,065

3. CCRR Referrals

- Referrals come from MCFD's matching program and online application form, the West Coast Child Care Resource and Referral Centre, and from direct requests to CCRRs.

Last updated: April 27, 2020				
Date	Region	# of Referrals this week	Total # of Referrals	Number of ESW Referrals Waiting Tier 1
March 23 - 29, 2020	Interior		3	
	Northern		1	
	Fraser		43	
	Vancouver Island		49	
	Vancouver Coastal		N/A	
			96	
March 30 - April 5, 2020	Interior		121	
	Northern		14	
	Fraser		807	
	Vancouver Island		328	
	Vancouver Coastal		620	
			1890	
April 6 - April 12, 2020	Interior	45	169	
	Northern	25	31	
	Fraser	82	932	
	Vancouver Island	134	511	
	Vancouver Coastal	106	726	
		392	2369	
April 14 - 17, 2020	Interior	42	211	10
	Northern	16	47	3
	Fraser	78	1010	0
	Vancouver Island	39	550	0
	Vancouver Coastal	118	844	0
		293	2662	13
April 20-26	Interior	35	246	
	Northern	8	71	
	Fraser	48	1058	
	Vancouver Island	26	576	
	Vancouver Coastal	62	906	
Weekly Total		179	2841	

c) ACCB Amendments by Order in Council

The Child Care Subsidy Regulation (CCSR) was amended to include an additional section (Section 22). This was approved by Order in Council on April 27th, 2020.

Previously, the ACCB could be claimed for up to 2 weeks in a month if a child was absent when the facility was open charging parent fees. The amendments were made to ensure parents impacted by COVID-19 remain eligible for the Affordable Child Care Benefit (ACCB) if:

- their child attends child care settings outside of their own home;
- they have lost their jobs;
- they are following public health officials' direction and keeping their children at home.

What's changed?

A "new" section (s. 22) has been added to the CCSR and will remain in force as long as the public health emergency is in effect under the *Public Health Act* or the provincial emergency is in place under the *Emergency Program Act*.

These changes will:

- retain eligibility for existing families and enable benefit payments to be made to child care providers who remain open and charge a fee during this period, regardless of the child's attendance;
- allow existing families, and new families who applied for ACCB on or before the date the amendment comes into force (April 27, 2020) and would have been found eligible, to continue to receive support to pay their monthly fee to maintain their child care spot (if required by the child care provider) for when the emergency is over;
- ensure some providers (who remain open and continue to charge a parent fee during a temporary vacancy) continue to receive revenue for their available child care spaces.

d) ECE Certification Amendment by Order in Council (Confidential Information)

ECEs and ECE Assistants must hold provincial certification to work in most licensed child care centres. In order to renew these certificates, they must meet requirements that include minimum work experience and professional development hours.

Because of COVID-19 many child care centres have closed, and many professional development opportunities have been cancelled or postponed. As a result, ECEs and ECE Assistants are finding it difficult to complete renewal requirements and may not be able to renew their certificates that expire this year.

If ECEs and ECE Assistants cannot renew their certificates, licensed child care centres will not have enough qualified staff to meet required staff-to-child ratios and will have to close. This will further reduce access to childcare for essential services workers during COVID-19 and will have negative financial impacts on ECEs and ECE Assistants who cannot work.

In order to support ECEs and ECE Assistants during the pandemic and provide them with additional time to meet certification requirements, MCFD will be requesting an amendment to the Child Care Licensing Regulations.

- Extend for one-year, the expiry dates of 5-year Certificates set to expire between May 2020 and December 2020.
- Allow ECE-One Year Certificates set to expire between May 2020 and December 2020 to be renewed twice.

e) Update on School Age Care

- The Ministry contacted every district by phone three weeks ago to assess how they were implementing guiding principles, including support for ESWs.
- At the time, many school districts were still organizing their supports; since then it is likely that more districts have partnered with other operators for school-age care outside of instructional hours.
- The responses were grouped according to 5 conceptual models identified in advance.

- The vast majority of districts were using their own teaching and education assistant staff to provide educational supports. A few of these were operating over extended hours, managing with shifts or other strategies.
- A small number of districts are likely providing school-operated school-age care during extended hours, where licenced to do so, but none were identified in the calls.
- Where school-age care is provided outside of regular school hours, districts tend to be partnering with other providers.
- Two districts reported outsourcing their instructional day support to care providers, which is not as envisioned, Ministry has coached them towards instructional services and supports.
- A small number of districts reported providing 0-5 care for siblings of school-aged children (these were small rural communities).

	1: School supports (using own staff) for school day (may be extended to up to 12 hrs)	2: School supports + school operated school-age care (school is licensed to offer OSC)	3: School supports + partnered school-age care	4: (Outsourcing) Licensed child care provider care	5: School providing 0-5 care (infant/toddler care)
District Count	54	0	17	2	3

f) Cleaning Supplies

MCFD has been working to identify sources of cleaning supplies for child care providers. Providers will be alerted to three options in the upcoming newsletter (week of May 11).

- In response to the COVID-19 pandemic, the Province has authorized licensed breweries, wineries, and distilleries to manufacture and/or package alcohol-based sanitizer and hand sanitizer. This authorization is in place until July 15, 2020. Child care operators are encouraged to contact local companies to check availability in their communities.
- Bunzl Cleaning Supplies and Equipment distributes cleaning and hygiene products across B.C. with eleven branches throughout the province. Bunzl has developed small, medium, and large start-up and refill cleaning kits for child care centres. These kits include both cleaners and paper products.
- Access Pacific Enterprises in Richmond is a factory direct supplier of various products, including hand sanitizer.

OTHER CHILD CARE BC PROGRAMS

Aboriginal Head Start (AHS) and Indigenous Child Care Operators

AHS Summary Table	Number of Facilities	Number of Spaces
Total Open Facilities	1	28
Total Closed Facilities that continue offering adapted services	24	497
Total non-Operational Facilities (not yet operational, delayed opening)	6	118
Total	31	643

As a result of COVID 19, municipality and licensing inspections delays have impacted the opening of the remaining 4 AHS sites scheduled to open March 2020. 2 sites are delayed due to construction.

AHS sites that are operating continue to be fully funded and all sites have been able to respond quickly to COVID 19. AHS sites have adapted their services to provide some level of outreach-based services contributing to food security, continued early learning through curriculum support, virtual circle times and family support.

Indigenous Child Care:

Various interim measures for child care operators in response to COVID 19 are not in alignment with Indigenous child care providers who are not receiving AHS funding. Many urban Indigenous child care providers continue to be operational, with adapted learning continuing to provide outreach services similar to AHS to ensure families continue to receive support. These adapted services do not include providing on site child care, but rather outreach support.

The parameters of either 'open' or 'closed' categories of TEF, is not in alignment with how these Indigenous child care providers are operating. While a fraction of these Indigenous child care providers receive TEF for being closed, many do not fit into either of the TEF 'open' or 'closed' categories. Reports suggest that many Indigenous child care providers resources and supplies are quickly depleting as they provide adapted services to support families. Further analysis of data reflecting Indigenous child care providers on and off-reserve accessing TEF is underway.

New Spaces

- The revised New Spaces Funding program, which prioritizes applications that are \$40K per space was launched February 2020 under a closed intake process.
- The first application intake closed on May 11th. However, there is a decision note with the Minister on possible changes considering COVID-19.
- A second intake is planned for July 1, 2020 with a closing date of November 1, 2020
- Over 6,800 spaces have been created between 2018/19 and 2019/20 via the New Spaces Fund program, Start-up Grants and Neighbourhood Learning (NLC), with close to 2800 of those already in operation.

Prototype Sites

- Eight of the total 52 Prototype Sites, representing 386 spaces remained closed (as of Apr.24) due to COVID-19 related concerns.
- Closed facilities will have their regular monthly funding reduced to cover fixed costs like rent/lease (similar to TEF facilities).
- Upon re-opening, Sites will be eligible to receive their regular monthly funding.

Child Care Resource and Referrals (CCRRs)

- The CRR Procurement was posted on BCBid and closed in November 2019. Negotiations with CCRRs was scheduled to start in March and was expected to complete in June.
- Due to COVID-19 and the reliance on CCRRs during this time, the Ministry has elected to cancel procurement and re-procure at a later time.
- Current contracts will be extended by 18 months, to March 31, 2022 with one six-month option to renew.

Early Childhood Educators (ECE) Bursaries

- The ECE Bursaries are funded through the Canada-British Columbia Early Learning and Child Care (ELCC) Agreement.
- Approximately 6,381 bursaries awarded between Summer 2018 and Fall 2019 semesters totaling \$10.8M.
- An additional \$4M in ELCC underspend is being reallocated to the Education Support Fund, bringing the total program budget to \$15.9M.
- Current Winter 2020 projections estimate there will be roughly 1,484 recipients.
- Based on these projections, it is likely that approximately \$500K will remain in the budget after bursaries for the Winter 2020 semester have been paid out.
- Remaining funding will be used to fund a small number of students in the Summer 2020 semester.
- The program evaluation has completed surveys with bursary recipients and **we will share results at the next PCCC meeting; we plan to meet with ECEBC staff in the next few weeks to gather information from them regarding their perspectives of administering the programs.**
- With the ELCC Agreement expiration on March 30, 2020, Treasury Board
- The ELCC Agreement expired on March 30, 2020, and pending renegotiation, Treasury Board has authorized the renewal of current ELCC contracts to March 2021 with no interruption in service at the end of this fiscal year.
- **To allow the federal and provincial governments to focus on a new three-year ELCC strategy, due to COVID-19, the parties will sign a one-year extension of the current contract.**
- Negotiations regarding new federal priorities will begin as soon as the priorities and funding are confirmed by the federal government.

COVID-19 AND EXTENDED SUPPORTS FOR YOUTH IN CARE

Frequently asked questions

Ministry of Children and Family Development

Updated: April 27, 2020

- For non-medical-related questions about COVID-19, call 1-888-COVID19 (1-888-268-4319). Service is available from 7:30 a.m. to 8:00 p.m. seven days a week.
 - Call 811 or your primary care provider if you are concerned you may have been exposed to or are experiencing symptoms of COVID-19.
 - For general health-related questions, call 1-833-784-4397. Service is available from 7:00 a.m. to midnight EST.
 - For general information on COVID-19, see the BC Centre for Disease Control online resources at <http://covid-19.bccdc.ca/>
 - If you think you may have symptoms, the BC Centre for Disease Control's self-assessment tool can help you determine if you need further assessment of testing for COVID-19: <http://covid19.thrive.health>
-

WEEK OF APRIL 7, 2020

Q1. When should foster parents, and staff (Foster Parents and Group Homes) expect direct communication?

- The ministry's approach for implementing emergency responses announced by the Minister have been developed and are currently in the approval process with ministry leadership. Communication with foster parents and staff has been identified as a primary priority activity in communication planning.

Q2. Are foster parents and staff receiving different, tailored communication?

- Yes, it is expected that foster parents and staff will receive different, tailored communication specific to their needs and responsibilities. Change management and communication planning is underway.

Q3. When will all youth in care be given the means to connect during this time?

- It is important to MCFD that youth are staying connected and have the resources to do so. If a youth needs access to technology, we encourage them to speak to their worker about their technology needs.

Q4. From a youth perspective - what should they understand from the communication they are given? What do they need to know?

- MCFD's intention is that nobody ages out of services. Each youth and young adult has their own unique needs and circumstances, and there are different ways we are envisioning to support them. To find out about what type of support is available check out: <https://www2.gov.bc.ca/gov/content/family-social-supports/covid-19-information/youth-young-adults-response-to-covid-19>

Q5. Can a youth on an AYA also receive Persons with Disability financial supports?

- The financial support provided through Disability Assistance depends on the size of families, or if there is more than one person in a family with the Persons with Disability designation. Disability Assistance rates are similar to AYA rates. A Social Worker can work with a youth or young adult to determine the right fit on an individual basis.

Q6. If a youth doesn't want to stay in their placement of shelter (Foster parent, Group Home) what are their options?

- As part of the emergency responses approved for young adults, the ministry has developed options for young adults who are turning 19 during the time of the pandemic.
- For young adults who do not wish to remain in their current home, other options for support include: participation in the Agreements with Young Adults (AYA) program (for those who are eligible), support to enroll in Provincial and/or Federal benefits, or support to enroll in Income Assistance.
- Young adults are encouraged to connect with their MCFD/DAA worker to determine and discuss what supports are available to them.

Q7. Are you able to provide clarity on plans relevant to youth in and from care and emergency housing placements?

- Youth who are in care and need an emergency placement, can contact their current social worker to discuss options, or call Provincial Centralized Screening to talk with a social worker.

Q8. What measures have you introduced and what will they mean for youth in care?

- Youth and young adults from care will continue receiving the same level of service throughout the pandemic, even if they were set to age out. That means caregivers will be supported to allow youth to stay in their foster home, contracted residential agency or with extended family under the Extended Family program past the age of 19 and throughout the pandemic.

- Youth supported under Independent Living Agreements or Youth Agreements and turning 19 will have their agreements extended, allowing them to continue to receive monthly support during the pandemic.
- Young adults who are enrolled in the Agreements with Young Adults (AYA) program will continue to receive financial support despite school closures and other training program interruptions caused by the current pandemic.
- These emergency measures will help young people safely stay where they are.

Q9. Will foster caregivers and other caregivers (such as contracted residential agencies) get additional monthly funding?

- Caregivers will continue to receive the same level of monthly support, but support will now be extended to allow arrangements to continue past a youth's 19th birthday.
- Social workers are reaching out to caregivers to modify agreements where extensions are needed during the pandemic period.

Q10. How long will these measures be in place?

- These are interim, emergency steps we're taking to ensure youth don't fall through the cracks during this pandemic.
- The ministry will take its guidance from the Public Health Officer and align with broader government approaches to determine the term of emergency pandemic measures.

Q11. What about young adults on AYA whose programs have been impacted due to COVID-19?

- All young adults who are currently on an AYA will continue to receive funding during the pandemic period and may be eligible for an extension of AYA support beyond the current maximum of 48 months to account for program interruptions caused by COVID-19.

Q12. Why not use AYA as a mechanism to support every young adult who is aging out of care?

- The Agreements with Young Adults program is a legislated program with specific eligibility requirements. It is intended to support those young adults who are pursuing educational, training, therapeutic or life skills programs.
- Though we continue to work with partners to explore further improvements to the program and eligibility over the long term, we recognized that some immediate steps were needed to help young people during the pandemic.
- We are working to ensure that all young adults who are currently on an AYA continue to receive funding during the pandemic period.
- For young adults who have aged out and are not participating in an AYA, additional efforts will be made to locate and connect them to programming options and other lines of available support, like the B.C. Emergency Benefit for Workers and the

Federal Emergency Care Benefit.

Q13. Have you reached out to all youth in care since the pandemic started? What have you told them? What have you been doing to support them up to now?

- We have communicated with youth through their social workers, sending a letter to all young adults participating in the AYA program in each Service Delivery Area or Delegated Aboriginal Agency. Updates were also sent to youth-serving organizations.
- The letters acknowledge the effects of the COVID-19 outbreak and physical distancing measures which may be impacting their employment and participation in programs and causing concern about their support from the Ministry.
- They also provide links to credible and accurate information about COVID-19 and include the Public Health Officer's advice on how to stay healthy and prevent the spread of infections.
- With these new emergency measures now in place, we will be following up to help youth access supports and get help fast.
- We are also meeting with Fostering Change on a weekly basis.

Q14. What other option does a youth have if they do not want to remain in their current placement?

- Young adults can opt to apply for Income Assistance with the Ministry of Social Development and Poverty Reduction (SDPR).

Q15. What about youth who are scheduled to transition to Community Living BC (CLBC) during this pandemic?

- Youth in care who are scheduled to transition to CLBC during this pandemic will be supported on an individual case-by-case basis.
- CLBC will work closely with MCFD and DAAs to support a smooth transition for these youth.

Q16. What about those youth who are turning 19, during the pandemic, on a youth agreement or independent living agreement?

- Youth nearing the end of a youth agreement or an independent living agreement, will be given an option to continue receiving funding for the duration of the pandemic.
- Social workers will contact youth to walk them through this process.

Q17. There are youth who applied several weeks ago for the AYA program (and are eligible) and have not received approval for participation. Will the ministry address these delays in approvals?

- We don't want people falling through cracks.
- Ministry staff are in the process of developing practice bulletins, which help provide guidance to social workers working directly with youth about how we can implement the range of youth emergency measures.

- We will include special attention to identifying opportunities to expedite approvals and ensure youth are not left waiting for long periods of time to get into the program.

Q18. How will the most vulnerable youth be reached?

- This is something we need help to achieve through leveraging social media and umbrella organizations like First Call or the Federation of BC Youth In Care Networks (FBCYICN) to reach out to youth and get them connected to supports.
- We encourage anyone with contact with youth in or from care to refer to our [Youth and Young Adults page](https://www2.gov.bc.ca/gov/content/family-social-supports/covid-19-information/youth-young-adults-response-to-covid-19) (<https://www2.gov.bc.ca/gov/content/family-social-supports/covid-19-information/youth-young-adults-response-to-covid-19>) or AgedOut.com for additional information.

Q19. Will there be additional discretionary funds released to former youth in care (in addition to AYA or Independent Living financial assistance)?

- The ministry has always provided discretionary funds to youth on a case-by-case basis – where the needs of the youth and the clinical judgment of the social worker determine the level of support.
- We want youth and social workers to maintain this level flexibility and we will continue to operate using the same case-by case approach.

Q20. What about youth who can't attend school or programming in spring but would like to enroll in September and are not on a AYA contract currently. Will they still be eligible for AYA support?

- They could be. We need to look at these scenarios on a case-by-case basis.
- Young adults in this position should contact their local MCFD/DAA office or former social worker to discuss these options.

Q21. Youth historically experienced barriers in applying to AYA program including being turned away at an administrative level (inadequate documentation as 'proof' of enrolment). How will you ensure this doesn't happen?

- Emergency measures to support youth are intended to be accessible.
- We want to streamline access to support.
- Practice directives – which provide guidance to social workers – are currently under development to support implementation of these emergency measures.
- We will ensure to incorporate consideration for how the AYA program can be administratively streamlined to support youth during this time.

Q22. You have mentioned there will be a point person to assist youth in navigating these supports. Who is this person?

- There is not a single point person. The ministry has taken this approach:

- If you feel that any of these emergency measures could apply to you or someone you know, please contact your local MCFD office or Delegated Aboriginal Agency (DAA) for more information.
- You can do this by reaching out to your [local MCFD/DAA office](https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/find-services-for-children-teens-families) regarding these additional services (<https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/find-services-for-children-teens-families>)
- You can also contact the Representative for Children and Youth at rcy@rcybc.ca or call 1-800-476-3933. The Representative's Office can support you in making the right connections within your local MCFD or DAA office

Q23. How are social workers being supported?

- Social workers throughout MCFD and DAAs will be receiving practice guidance to ensure they are well equipped to support the range of youth who require these emergency measures during the pandemic.
- Social workers will be in contact with caregivers, youth, and others over coming days to begin the process of ensuring everything is in place for ongoing support.
- If at any time, you have further questions, please contact your local MCFD office or Delegated Aboriginal Agency (DAA) for more information.
- You can also contact the Representative for Children and Youth at rcy@rcybc.ca or call 1-800-476-3933. The Representatives Office can support you in making the right connections within your local MCFD or DAA office.

WEEK OF APRIL 15, 2020

Q24. What about youth residing in bail beds, shelters, youth custody centers, or who are experiencing homelessness?

- Youth who are vulnerable due to homelessness and other issues may be involved in youth justice system.
- Youth who are attending community-based youth justice residential programs such as Full Time Attendance Programs (FTAPs) or bail programs must have a transition plan developed to address youth's needs for their safe return to their home community.
- For youth in custody centres, Youth Probation Officers work collaboratively with custody case management, Youth Forensic Psychiatric Services (YFPS), and other members of youth care team to ensure there is a transition plan developed and

- updated regularly to address youths needs and community safety upon release from custody.
- Youth Probation Officers work collaboratively with, Social Workers, Youth Forensic Psychiatric Services, community agencies, and others to ensure each youth who are experiencing homelessness have a viable and up to date transition plan that addresses residence, overall safety and supervision.
 - Plans for youth must include a stable residential option upon their return to their community. Youth shelters are not considered appropriate housing options.
 - The youth health and safety as well as the safety of the community is taken into consideration in all planning.
 - All precautions and protocols regarding public health directives related to COVID -19 pandemic are part of the plan.
 - The conditions of any applicable court orders are also considered in development of plans.

Q25. What is MCFD's plan if a youth's time in custody comes to an end and they are supposed to return to the community?

- Youth who are in custody as part of a sentence or on remand will have a community Youth Probation Officer assigned to them.
- Youth Probation Officers work collaboratively with Custody Case Management, Youth Forensic Psychiatric Services (YFPS) and other members of youth care team to ensure there is a transition plan developed and updated regularly to address youth's needs and community safety upon release from custody.
- Plans for youth must include a stable residential option upon their return to their community. Youth shelters are not considered appropriate housing options.
- Custody services, in conjunction with community partners, ensure that youth have appropriate transportation to their place of residence, upon release.
- The youth's health, and safety as well as the safety of the community are taken into consideration in all planning.
- All precautions and protocols regarding public health directives related to COVID-19 pandemic are part of the plan.
- The conditions of any applicable court orders are also considered in development of plans.

Q26. Can they expand on what efforts are being made to locate young adults who have recently aged out of care - especially those without technology?

- Social workers continue to be concerned for the safety and wellbeing of youth to whom we have a responsibility; our main goal is to continue to make sure that youth know that we care about them and we want to ensure they are supported.
- While following the Provincial Health Officer's recommendations, Social Workers are encouraging and supporting: regular texting, telephone calls with youth; in office/community visits with youth while practicing physical distancing (when it's

- safe to do so); ongoing connections with a youth's extended family, friends and support circles.
- If a young person does not have technology, every effort is being made to connect and support them to get technology so that they can remain connected.
 - We are utilizing platforms such as Agedout.com and the Federation of BC Youth In-Care Network (FBCYICN) as well as connecting with DAAs to share information regarding ways youth and young adults can access technology. For example:

TELUS Mobility For Good (M4G)

- The M4G program offers young adults transitioning from care between the ages of 19 – 26 (inclusive) with free cell phones and no cost data plans for a two-year period. After the two years they are transitioned to a \$35/mo. plan indefinitely.
- To be eligible for the M4G program, a young adult must have been in **temporary or permanent care** of MCFD or a DAA as of their 19th birthday or meet the eligibility requirements for the Agreements with Young Adults (AYA) program. Specifically, the care statuses included are:

Permanent Care

- *Continuing Custody Order (CCO)*
- *Under the guardianship of a Director pursuant to the Infants Act*
- *Under the guardianship of a Director of adoption under the Adoption Act*

Temporary Care

- *Special Needs Agreement (SNA)*
- *Voluntary Care Agreement (VCA)*
- *Interim Custody Order with a Director*
- *Temporary Custody Order with a Director*

Out of Care

- *Youth Agreement*

- For more information please go to [TELUS Mobility for Good](#).

M4G COVID-19 Response

- For those already on the M4G program, TELUS has some tailored supports as part of their COVID-19 response:
 - For those who signed up for M4G as of Dec 2019, the M4G program has the ***Peace of Mind Functionality*** which slows down the speed after the allotted 3GB is used ***but eliminates the overage charges***.
 - For those that signed up for M4G before December 2019, they currently do not have this functionality but they can email mobilityforgood@telus.com to be transferred to that new plan which includes the Peace of Mind Functionality.

- For more information about TELUS' response to COVID-19, please see the TELUS COVID-19 response [site](#) for updates about current and evolving supports available.

200 Pre-Paid Cell Phones (for anyone) – Eligibility and Process

- For those youth/young adults that are NOT eligible for the M4G, TELUS has indicated that it can support up to 200 in BC with a prepaid program.
- The details would be as follows:
 - 200 refurbished devices.
 - 200 SIM cards with a new phone number (no porting of existing phone numbers).
 - 3GB of data.
 - Unlimited nationwide talk & text.
 - This would be on a prepaid \$0/mo plan. TELUS can setup the account information to be generic TELUS information and the phone is not capable of incurring any overage charges.
 - The lines could be cancelled in the future after the crisis is over as this is an emergency response to assist young adults during this crisis.
 - TELUS would rely on MCFD to identify the young adults for the 200 phones; we would need to develop a process to distribute the phones. Some considerations might be:
 - For those aging out of care during this time that are NOT eligible for T4G.
 - Homeless youth.
 - Youth recently returning to communities from the justice system.

Q27. Do they have an update on turn-around time?

- MCFD's Ministry Operations Centre (MOC) is working hard to distribute the phones to youth and young adults as soon as possible. Youth and young adults can connect with their social worker to access this resource.

Q28. Have all support staff (group homes, youth workers, foster parents) received the directives regarding the expanded supports?

- MCFD and DAA staff (social workers, resource workers and youth workers) are being invited to attend orientation sessions that outline the emergency supports that are available.
- Social workers are reaching out to foster parents and group homes to discuss available emergency supports on a case-by-case basis.
- In addition, a Practice Bulletin will be posted on iConnect outlining supports available to youth and young adults during the COVID-19 pandemic.
- Youth/YAC messaging package has been developed "from young people to young people" of BC with targeted social media messaging.

- We have increased awareness that our offices are open and if youth who are vulnerable and needing safe housing and want to find a placement, we are strongly encouraging them to call the Ministry offices or Provincial Centralized Screening 1-800-663-9122 and speak with a social worker. We will help to explore placement options, reconnecting with family and community.
- We have engaged in a consultation with Foster Parent Support organizations across the province to discuss best practices in supporting young people in resources.
- We are also participating in Town Hall meetings to directly connect with young people to hear firsthand regarding their concerns.

Q29. How is MCFD ensuring that youth who were experiencing homelessness, or are without a placement prior to COVID are now in a placement or housed?

- As part of the emergency responses, the ministry has developed options for young adults who are turning 19 during the time of the pandemic.
- Those options include: participation in the Agreements with Young Adults (AYA) program (for those who are eligible), support to enroll in Provincial and/or Federal benefits, or support to enroll in Income Assistance access (last resort).
- We have also temporarily revised the AYA life-skills program criteria to create greater flexibility for young adults to participate.
- Eligibility of the program criteria includes opening the availability of life-skills opportunities that may already exist in a young adult's community, providing support for young adults to connect with culture, and promoting geographical equity and access to existing online programs.
- All young adults admitted to AYA based on the temporarily revised criteria will remain on the program for the term of their agreements (on average 12 weeks) – even if government responses to COVID are lifted sooner.
- Young adults are encouraged to connect with their MCFD/DAA worker to determine and discuss what supports are available to them.
- We are also utilizing platforms such as Agedout.com and the Federation of BC Youth In-Care Network (FBCYICN) to share information regarding ways youth and young adults can access supports available to them during the pandemic.

Q30. How will MCFD ensure that contracted or funded residential agencies are accepting youth?

- Social workers are reaching out to caregivers and care providers to modify agreements where extensions are needed during the pandemic period.

Q31. What is MCFD doing to ensure that no youth “loses” a placement during COVID?

- To ensure no youth loses a placement during the COVID-19 pandemic, the Ministry of Children and Family Development (the ministry) has put emergency measures in place that will allow youth aging out of care to maintain their current living arrangements during this pandemic and continue to receive financial supports. Specific measures include:
 - Youth in foster care, out of care placements, extended family programs, and contracted residential agencies will be supported to stay where they are, using new emergency measures the ministry has put in place. Ministry staff will be reaching out to youth, caregivers and agencies to develop or modify agreements that will allow for care providers to continue supporting youth past their 19th birthday.
 - For youth living on Independent Living Agreements and Youth Agreements, the ministry will be providing options that will allow them to continue to receive monthly living expenses past their 19th birthday. Social workers will be reaching out individually to these youth to walk them through this process.

Q32. Is MCFD still sourcing placements for youth in care to ensure that no youth in care experiences homelessness or lack of placement at this time?

- We are supporting youth to stay in their current placements past their 19th birthday through the Temporary COVID-19 Housing Agreement.
- The new draft agreements are based on existing agreements in use at MCFD (Family Care Home Agreement, and subsequent schedules, as well as the ILA/YAG Agreement). Two ‘new’ agreements were developed – one to support ILAs/YAGs, and one for the remaining in and out of care statuses.
- For those young adults who do not wish to stay with their current placement, options include: participation in the Agreements with Young Adults (AYA) program (for those who are eligible), support to enroll in Provincial and/or Federal benefits, or support to enroll in Income Assistance.

Q33. How is MCFD ensuring that youth are being reached by social workers and getting cellphones and will be able to continuously get cellphones even if they lose them, sell them, etc.?

- Social workers continue to be concerned for the safety and wellbeing of youth to whom we have a responsibility; our main goal is to continue to make sure that youth know that we care about them and we want to ensure they are supported.
- While following the Provincial Health Officer’s recommendations, social workers are encouraging and supporting: regular texting, telephone calls with youth; in office/community visits with youth while practicing physical distancing (when it’s safe to do so); ongoing connections with a youth’s extended family, friends and support circles.
- If a young person does not have technology, every effort is being made to connect and support them to get technology so that they can remain connected.

- Social workers will consult with the Team Leaders as needed regarding concerns for youth and case planning. Practice Consultants and Analysts are available to support work on complex cases as needed.
- A Practice Bulletin is in for approval to provide frontline information on how to work with vulnerable youth.
- We are utilizing platforms such as Agedout.com and the Federation of BC Youth In-Care Network (FBCYICN) as well as connecting with DAAs to share information regarding ways youth and young adults can access technology.
- TELUS has developed a COVID-19 response to assist more youth and young adults in accessing technology. See Question 19 for info on M4G.

WEEK OF APRIL 22, 2020

Q34. Will MCFD ensure that they are reviewing their pandemic/emergency response policies on an annual basis to ensure that services and responses to support children, youth and families, are relevant and current and up to date? Who?

- MCFD had an emergency response plan in place, which was operationalized and adjusted to address the pandemic. Given that historically emergency responses have related primarily to fires and floods, we had to adjust.
- The ministry will continue to learn from the pandemic and utilize the findings to inform future plans.

Q34 a. If so, how will you begin to enter this process and ensure that you engage the voices of Youth, Indigenous communities, DAAs, and RCY continuously?

- Currently MCFD is engaging with the voices of youth through weekly calls with First Call. Their perspective continues to inform our response to the COVID-19 pandemic.
- Ongoing communication with DAAs, First Nations Leadership Council (FLNC) and the Representative for Children and Youth (RCY) has occurred to ensure a coordinated response.

Q35. On what qualitative and quantitative grounds would the expanded supports for COVID-19 cease to be offered?

- Given the unprecedented nature of the COVID-19 pandemic, we have put emergency measures in place to ensure the safety of youth and young adults from care.
- The expanded supports for COVID-19 are offered until June 30 at this time.

- We are working to enhance existing services and programs for youth and young adults including improving AYA. This work continues to be a priority for the ministry.
- The ministry is following the advice of the Provincial Health Officer, and programs will be responsive to this direction.

Q36 Concerning the suspension of parental visits with children in care - what exactly is meant by “essential, and non-essential” visits? What guidance is being given to agencies contracted to host supervised visits in this regard, especially for infants who need to breastfeed?

- First as a point of clarity and not wanting to change the language in the question as it was presented, the Ministry has not used the language of “essential or non-essential” as it relates to access or visitation as we regard all connection between children and youth and their families and communities as essential.
- During the COVID-19 pandemic the Provincial Director of Child Welfare had to make a decision regarding “in-person” connection between children and youth in care and their families. The Ministry takes its guidance from the Provincial Health Officer regarding physical distancing recommendations – to this end, on March 26th a decision was made suspend in-person access and move to more virtual ways of maintaining connections. The Ministry understands that there are situations where in-person is critical and therefore exceptions will be made.
- This decision was reviewed on April 26th and the decision continues to stand and we are determining, on a case by case basis the need for in-person connection while continuing to support virtual visits.
- In determining whether an in-person visit should occur we are considering:
 - If the child/youth is First Nations, Inuit or Metis that the principles within An Act respecting First Nations, Inuit and Metis children, youth and families are applied which are the best interests of child, cultural continuity and substantive equality;
 - Is the in-person visitation key to the child/youth’s sense of safety/well-being and/or due to special needs/circumstances where virtual visitation is not an option due to the potential for escalating trauma/anxiety and visitation can occur within the parameters of the instructions of the Provincial Health Officer;
 - Is in person visitation for a child/youth in care with their family able to occur within the parameters of the instructions of the Provincial Health Officer and are all parties in agreement with the in person visitation (ex. caregivers who will either facilitate the visit and/or have the child/youth return to their home following the visit)?
- Some examples of exceptional circumstances may include:
 - Visitation with a parent(s) is part of a planned return to parent and in-person visitation can be conducted in a manner consistent with the guidance and recommendations of the Provincial Health Officer;
 - Due to a family circumstance where in-person visitation is in the child’s best interest and visitation can be conducted in a manner consistent with the guidance and recommendations of the Provincial Health Officer (for example a breast feeding infant);

- Palliative child/youth in care or family member and visitation can be conducted in a manner consistent with the guidance and recommendations of the Provincial Health Officer.
- Guidance to agencies contracted to host supervised access will very much be to support the child/youth and their family to follow the guidance and recommendations of the Provincial Health Officer during the visitation.

Q37. All children and youth in all care should expect to receive the information and financial resources to thrive. When are they, and their caregivers, receiving the \$300 COVID19 supplement from the federal government at this time?

- In May 2020 there will be an increase of \$300 in one time only funding to the maintenance payment, as a temporary measure.

Q38. Will caregivers currently receiving the Child in the Home of a Relative continue to receive the CIHR benefit were their child to age out during this COVID pandemic?

- SDPR administers the CIHR program, and caregivers who want more information regarding the pandemic response should reach out to their SDPR worker.
- After the age of 19, CIHR young adults can become eligible for income assistance (sometimes disability) as their own file, which is typically more money than CIHR. Given that SDPR recently eliminated the 2-year independence test it would be a quick transition, if needed. Additionally, SDPR has waived work search requirements during the COVID crisis, which again, further expedites this process.

WEEK OF APRIL 27, 2020

Q39. Will the COVID-19 pandemic affect the 48-month maximum for AYA?

- On March 17, 2020 British Columbia declared a public health emergency due to COVID-19. As part of MCFD's response to COVID-19, the ministry has developed emergency measures regarding the 48-month time limit for young adults on the Agreements with Young Adults Program.
- The intention of these measures is to prevent **young adults currently on AYA** from having to draw down from their 48-month time limit of AYA support **due to any program interruptions or pauses, or the inability to find employment during a natural program break, because of COVID-19.**
- This change is also intended to prevent those who **will turn 27** from becoming ineligible for AYA if they are unable to complete their program before their 27th birthday as a result of the pandemic.

- If you are a young adult currently accessing the AYA program and you believe the circumstances listed above apply to you, please contact your ministry or DAA social worker for more information.
- Currently, these measures are only available until June 30th, however, the ministry will continue to re-evaluate its measures based on the advice of the Provincial Health Officer.

Q40. How many youth are accessing the emergency responses?

- Information is currently being gathered to indicate how many youth and youth adults have been supported through the Ministry's emergency responses, and to respond to this question.
- Once we have the information, we will include it in the FAQs.
- Ministry staff are connecting with young adults who have turned 19 since April 1st, so that we can discuss continued support options with them on a case-by-case basis.

Q41. It was reported that the free TELUS cell phones provided for vulnerable youth and young adults will be deactivated after the COVID-19 pandemic. What is the purpose of deactivating the phones?

- This was a temporary offer from TELUS in response to COVID-19.
- For those with challenges with accessing technology, TELUS has provided 200 phones and SIM cards to support young adults through the pandemic who don't qualify for Mobility for Good (M4G).
- The plan includes unlimited Canada-wide talk and text as well as 3GB data for \$0/month.
- Once the COVID-19 pandemic ends, young adults will be able to keep their phones and be able to enroll in a pre-paid plan that offers them the same services, for \$35/month; alternately they can choose to sign up for other plans with TELUS if they qualify.
- MCFD or DAA staff will support young adults to move to this new plan at the end of the COVID-19 emergency period; TELUS will communicate the timeline of this in advance to ensure ample time to transition young adults over in a timely manner.
- Youth and young adults who don't qualify for M4G are encouraged to reach out to a Ministry of DAA office to learn more about how to get a phone.

WEEK OF MAY 4, 2020

Q42. Will young adults still be receiving supports over the summer, past the June 30th deadline? That date is making some folks nervous.

- MCFD has received support from government on the emergency measures up until June 30th.

- We are exploring options for extending this date. This work is underway, and we will have a response from government well before June 30th.

Q43. What will MCFD do to ease the burden service organizations are facing at this time?

- MCFD is meeting locally with contractors to discuss how to support service providers.
- Emergency funding is available to support innovative and flexible ways to keep service organizations safe, such as additional cleaning.

Q.44 Will MCFD directly help youth on AYAs struggling with food security and medication costs?

- Social workers continue to be concerned for the safety and wellbeing of youth. MCFD's main goal is to continue to make sure that youth know they are cared for and we want to ensure they are supported.
- Medical and dental costs are covered under the AYA program through Pacific Blue Cross until June 30th, 2020.
- Locally based committees have been established and work collaboratively to support the food security needs in communities.
- If a young adult is struggling with food security, they should contact their social worker to see if there are any additional supports available to them.

Q.45 Could you tell us more about what will be implemented to address and reduce barriers to life skills/program attendance at this time?

- Previously, in order to qualify for AYA, young adults were required to attend a pre-approved life-skills program that covered at least four of the six learning domains (education, health and wellness, financial literacy, social skills, employment, or housing) for a minimum of twelve hours a week (for 3-6 months).
- The temporary key changes to the AYA life-skills policy include:
 - Removing the need to be a ministry "approved" life skill provider.
 - Reducing the focus of programming to one learning domain (versus four).
 - Reducing the weekly hour participation to five hours a week (versus 12 week).
 - Including cultural learning as a learning domain.
 - Including the ability for programs to be delivered virtually or online.
- These amendments are intended to create greater flexibility for young adults during the pandemic including opening the availability of life-skills opportunities that may already exist in a young adult's community, providing support for young adults to connect with culture, and promoting geographical equity and access to existing online programs.
- All young adults admitted to AYA based on the temporarily revised criteria will remain on the program for the term of their agreements (on average 12 weeks) – even if government responses to COVID are lifted sooner.

Q.46 What are the updates on approved life-skills programs and flexibility?

- MCFD has worked with WorkBC to prioritize young adults on AYA and is moving toward virtual service delivery.
- A temporary life-skills option is also being implemented to meet the needs of young adults during the time of the pandemic.
- Through this temporary life-skills option, there is no longer a need to access programs from an approved list. Additionally, only 1/6 of the life-skills learning domains are required, rather than 4/6 and young adults are only required to participate in 5 hours of programming per week.
- Work is in progress to shift into online learning modalities, such as Adoptive Families Association BC (AFABC) “hang outs”.
- MCFD also added cultural learning as a 7th learning domain, which acknowledges culture as an essential life-skill.
- Communications are being sent to approved life-skills providers about the temporary program.
- Practice bulletins for staff, and news on the temporary program are posted on the [ministry's website](#). It includes suggestions for workers to assist young adults when identifying programming that may meet their needs.

Q.47 In regard to safe supply, what is being done to provide an environment of harm reduction (for example for those who are ‘sleeping rough’)?

- MCFD is working with the Service Delivery Division, BC Housing, and a variety of cross government colleagues to discuss how safe spaces are being provided for these young adults.
- Each area has its own specific resources available (rural and urban).

Resources:

- Link to AYA Reg Amendments:
http://www.bclaws.ca/civix/document/id/oic/oic_cur/0220_2020

WEEK OF MAY 11, 2020

Q.48 What are your plans both now and after COVID-19 to secure a universal, free counselling platform for all youth from care?

- We do not have a universal mental health program however, there are now many more online virtual resources available to youth and young adults during this time and available here: <https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health/mental-health-child-youth-mental-health>
- A few notable examples include:

Here2Talk:

- The Province launched a new mental health counselling and referral service aimed at post-secondary students called Here2Talk.
- Here2Talk offers confidential, free, single-session service by app, phone or online chat, 24 hours a day, seven days a week.
- Students can speak to a counsellor by phone, toll-free at 1-877-857-3397 or direct 604-642-5212. Students calling from outside Canada can dial 1-604-642-5212.
- Sessions with a trained counsellor can also be accessed by downloading the Here2Talk app or by visiting here2talk.ca.

Foundry:

- Foundry is working to make sure all young people in British Columbia can get the care and support they need, when they need it.
- They are offering virtual drop-in counselling sessions by voice, video and chat to young people ages 12-24.
- Further information can be found at foundrybc.ca.

Q.49 Can counselling be included as a learning domain?

- Currently, young adults may access mental health supports, if eligible, through the rehabilitation component of the AYA program if they participate in a mental health or substance use program for a minimum of 15 hours per week.
- Since COVID-19 there are several more virtual mental health supports and services and we are exploring options to increase accessibility to mental health supports and the AYA program.
- We are working with cross ministry partners to explore what is possible and where there may be opportunities.
- Young adults are encouraged to connect with their local MCFD office, Delegated Aboriginal Agency, or to call Provincial Centralized Screening team (PCS) 1 800 663-9122 for further information.

Q.50 Does your plan include providing technology access to youth so they can access services across provinces? What does this look like?

- If a young person does not have technology, every effort is being made to connect and support them to get technology so that they can remain connected. If a young adult is on the AYA program they can talk with their social worker to discuss their technological needs.

TELUS M4G

- TELUS M4G program offers eligible young adults transitioning from care between the ages of 19 – 26 (inclusive) with free cell phones and no cost data plans for a two-year period – this **includes nationwide talk and text**. After the two years they are transitioned to a \$35/mo. plan indefinitely.
- In addition to B.C., the TELUS M4G program is also currently available to young adults in **Alberta, Manitoba, Ontario and New Brunswick** who meet the eligibility criteria in those provinces (see [TELUS Mobility for Good](#) for more information).
- For those youth and young adults that are NOT eligible for the M4G, TELUS has indicated that it can support up to 200 in BC with a **prepaid** program.
- MCFD or DAA staff will support young adults to move to this new plan at the end of the COVID-19 emergency period; TELUS will communicate the timeline of this in advance to ensure ample time to transition young adults over in a timely manner.
- Youth and young adults are encouraged to reach out to a Ministry of DAA office to learn more about how to get a phone through M4G or access one of the prepaid TELUS phones.

TELUS Internet for Good

- Internet for Good provides Internet connectivity for \$9.95/mo (plus applicable taxes) for 24 months; regular pricing thereafter with speeds of up to 25 MB per second (where available) and up to 300 GB of data per month.
- Internet for Good also comes with an option to purchase a low-cost refurbished computer through BC Technology for Learning.
- Internet for Good comes with no contract or cancellation fees
- Young adults who are eligible for M4G may also be eligible for Internet for Good.
- Information regarding how to apply for Internet for Good is sent upon approval of M4G.

BC Technology for Learning:

- BC Technology for Learning provides low-cost refurbished computers at (\$107 plus shipping).
- In addition to access through Internet for Good, students may be eligible for BC Technology for Learning services if they are:
 - A resident of BC,

- Receiving government assistance (Income Assistance, Disability Benefits, Canada Child Benefit with income less than \$31,120),
- Enrolled in a school, skills development, learning or academic program (including elementary, secondary, or post-secondary programs, skills development, learning or academic program night courses, ESL courses).
- For those applying under the age of 18, the parent or guardian provides proof of government assistance and enrollment.
- Recipients can choose between 3 operating systems which are Zorin OS, Microsoft Office 2010 Home and Student, and LibreOffice

Ministry of Social Development and Poverty Reduction (SDPR) and 7 Eleven Prepaid Smartphones

- SDPR has collaborated with 7 Eleven to provide 3500 phones for homeless and vulnerable populations, including youth and young adults.
- TELUS has also provided sim cards for several of the phones to continue a prepaid program throughout the COVID-19 pandemic.
- To date, 1,000 smartphones have been distributed.
- The Social Planning and Research Council BC (SPARC) will distribute the additional 2,500 smartphones to organizations and community response networks throughout the province. Young adults experiencing homelessness may contact their local social service organizations, such as shelters, to see if they have phones available.

Q.51 A safe supply - what is MCFD doing to provide an environment that ensures harm reduction for safety and well-being youth who have aged out of care, and those who are sleeping rough?

- MCFD is working with the Service Delivery Division, BC Housing, and a variety of cross government colleagues to discuss how safe spaces and services are being provided for these young adults.
- Each area has its own specific resources available (rural and urban) and we are developing best approach information to share across the province.

Q.52 What is MCFD prepared to do to provide support to the frontline agencies and workers?

- MCFD is meeting locally with contractors to discuss how to support service providers.
- Emergency funding is available to support innovative and flexible ways to keep service organizations safe, such as additional cleaning.

Q.53 What if a tech access is denied for a youth? What are the steps they should take?

- Youth who are in care and are denied technology may contact their social worker or the Representative for Children and Youth to discuss their options.
- For young adults with challenges with accessing technology, TELUS has provided 200 phones and SIM cards to support young adults through the pandemic who don't qualify for Mobility for Good (M4G).
- The plan includes unlimited Canada-wide talk and text as well as 3GB data for \$0/month.

- Once the COVID-19 pandemic ends, young adults will be able to keep their phones and be able to enroll in a pre-paid plan that offers them the same services, for \$35/month; alternately they can choose to sign up for other plans with TELUS if they qualify.
- MCFD or DAA staff will support young adults to move to this new plan at the end of the COVID-19 emergency period; TELUS will communicate the timeline of this in advance to ensure ample time to transition young adults over in a timely manner.
- Youth and young adults who don't qualify for M4G are encouraged to reach out to a Ministry of DAA office to learn more about how to get a phone.

Q.54 Now that more youth can enroll in the life skills program, are youth being provided the laptops/materials they need to complete this now accessible schooling?

- Laptops and materials may be provided through AYA, depending on the young adult's situation.
- Young adults on AYA may talk to their social worker about acquiring laptops or materials they require to complete their life-skills programs.

WEEK OF MAY 19, 2020

Q.55 Relevant to self-advocacy of youth, can we have all the practice directives provided to team leaders during this time? We are asking for these to pass language down to youth and young adults so they know what to ask for when advocating for themselves.

- MCFD is aiming for transparent and clear, consistent communication on emergency responses during the pandemic.
- All of the interim practice guidelines have been posted on the ministry's COVID-19 information site: [website](#).
- MCFD will take back the idea of continuing this practice of posting bulletins online, in the future.

Q.56 Updates on counselling as a learning domain?

- Currently, young adults may access mental health supports, if eligible, through the rehabilitation component of the AYA program if they participate in a mental health or substance use program for a minimum of 15 hours per week.
- Since COVID-19 there are several more virtual mental health supports and services and we are exploring options to increase accessibility to mental health supports and the AYA program.
- We are working with cross ministry partners to explore what is possible and where there may be opportunities.

- Young adults are encouraged to connect with their local MCFD office, Delegated Aboriginal Agency, or to call Provincial Centralized Screening team (PCS) 1 800 663-9122 for further information.

Q.57 How has the uptake been of the life-skills program expansion?

- We do not have life-skills program specific numbers at this time.

Q.58 Regarding the expanded supports, how has the uptake been?

- In March – April there were 79 young adults who accessed the emergency response measures (via Temporary Housing Agreements).
- We are currently forecasting approximately 180 youth and young adults will benefit from the emergency response measures (via Temporary Housing Agreements).
- We do not have AYA program numbers at this time.

Q.59 Before the pandemic, the team was working on re-imagining AYA. Curious if the new expanded emergency measures that have been put in place, were these the kinds of things you were working on already? Are you able to expand the extended supports in the budget forecast?

- Reimagining of AYA will be ongoing work, based on what we hear is working and what is not working.
- Some of the changes we are working on require legislative changes.
- The full impact of the costs associated with the pandemic emergency responses are unknown at this time.

Q.60 Regarding the expanded supports – is there a plan to keep any of these after COVID-19?

- We are learning a lot about what is working and what is not. This learning will be included in planning for the future.
- The measures currently in place were a direct response to COVID-19 and should be considered time limited.

WEEK OF MAY 26, 2020

Q. 61 In reference to temporary Life-skills program, will the change of addition in cultural activities as a learning domain be kept after the pandemic?

- The emergency responses for COVID-19 are offered until June 30th at this time, however, work is underway to determine what supports might look like within BC's 4 Phase Re-Start Plan that was announced on May 6th, 2020.

- We are learning a lot about how the measures have been meeting the needs of youth and young adults through participation in Town Hall meetings. This knowledge will be folded into future planning.
- These additional changes to the temporary life-skills program should be considered time-limited.
- We plan to do an evaluation of the current COVID-19 emergency measures to determine what will go forward past the pandemic.

Q.62 Has the description of Life-skills domain chart in the practice bulletins going to be made available to youth so that they know what learning options they have to choose from?

- The life-skills domain chart is available on ministry's COVID-19 website, so that young adults can access it: https://www2.gov.bc.ca/assets/gov/family-and-social-supports/covid-19/temporary_life_skills_program.pdf
- Staff are also able to send it out to young adults, if requested.

Q.63 What communication are youth receiving from their workers now 2 months into the pandemic to ensure they still have enough supplies?

- MCFD and DAA workers are connecting with young adults to make sure they have the information they need and are connected to supports.
- We are also doing on-going orientations with staff to address any questions that may come up regarding the emergency measures and supporting youth and young adults.
- We have participated in Town Hall meetings with caregivers, community organizations and youth/young adults.
- Youth and young adults are encouraged to reach out to their workers if they need any additional supplies or supports.

Q.64 What help was offered to youth to connect them with their Indigenous community, family, and friends?

- We want to offer youth and young adults opportunities to start making connections, if they aren't already connected to culture and communities, as connection helps with anxiety and fears during this time.
- Technology is being offered by staff working with young adults to connect them with language and culture.
- Some communities are not allowing any in/out visitors at this time. However, we are still encouraging youth/young adults to connect to their culture and community.
- Social workers, analysts and consultants are taking a look at all the different mechanisms available for people to stay connected.
- Social workers are available to help set up Skype visits to help keep connections alive.
- Refer to **Q.50** for in-depth technological solutions.

Q.65 We are still hearing of situations where cell phones are being denied due to budget reasons.

- MCFD has given staff direction that speaks to providing youth with cell phones to support staying connected during these challenging times.
- Youth and young adults can contact the Representative for Children and Youth for additional support at rcy@rcybc.ca or call 1-800-476-3933.

Q.66 We know that MCFD has been aiding in the provision of health supplies for caregivers – what has the provision of resources to rural communities been? If members of the communities are paying out of pocket, will they be reimbursed?

- Lead directors that work with foster homes will be meeting in regard to this question.
- Caregivers can connect with their resource worker if they need additional supplies.
- We will provide an update on this question when the information is available.

MCFD Town Hall in partnership with FBCYICN

April 3, 2020

- Over 140 participants, @40 or so are staff
- Review of Federation Values code
- DM/ADM update (Alison & Cory)
- Emergency measures over view (Emily H):
 - Opportunity to remain in your placement past 19th birthday
 - ILA and YAG extend agreements past 19th birthday to continue support for stability
 - Young adults on AYA program who have experienced disruptions to their programming - continue to receive funding despite program disruptions
 - Youth transitioning to CLBC - taking a case-by-case basis approach, some will transition and stay in their existing placement after their 19th birthday
 - Young Adults who have aged out, but not engaged in any program, want to reach out and support them to connect to programs and supports available to them

Question Period:

- Q. Most schools are going to be online, what supports will be put in place during this time? Will we be allowed to on stay AYA if school isn't going forward?
- R. Joanne White - If you are in the AYA program, your funding will not be impacted if program is disrupted.
- Q. What are you doing if youth are aging out during the pandemic?
- R. Joanne White - for those who have aged out of care, and not participating in the program. We are trying to reach out to you to see how we can support you and connect you to available supports.
- Q. Is there any planned increase in funding allotment amount for AYA and YAG? Additional supports for groceries?
- R. Joanne White - base funding will remain the same, however if you are in need of additional financial supports we encourage you to reach out to your worker to talk about your needs.
- Q. Some youth have been receiving messages from their workers checking in on them. Asking if they need Tylenol or cleaning supplies?
- R. Joanne White - Supply and demand of resources/food/etc. are beginning to level off, we encourage you reach out to your worker if you need additional supplies.
- Q. What actions are being taken by ministry employees to flatten the curve?
- R. Joanne White - following the guidance of the Provincial Health Officer (PHO), also doing work to transition some of the staff/services to online platforms, implemented practice guidelines so that staff can work virtually and maintain in-person presence when required.
- Q. How is MCFD protecting youth in custody centers? Any special provisions?
- R. Joanne White - we have restricted public access to maintain the health and well-being of youth and staff. Also taken measures to change visits to telephone or video. Using an approved screening and cleaning processes.

- Q. Many youth in care do not have access to tech. Many of us have been told that we have to be sober, make positive choices to earn it, to gain access to tech like cell phones and laptops. Due to COVID 19 many youth have been told their service providers are working from home or using virtual platforms so is our learning., this impacts our healing, probation orders, overall wellbeing, care plan, ect. Overall many youth were not able to join this town hall and that's not accessibility. This issue goes beyond the M4G program as it doesn't support youth in care or on YAGs. *(this is not the full quote)* Summary - what are you doing to ensure youth/young adults have access to their circles of support during social distancing?
- R. Joanne white - important to us that you are staying connected and you have the resources to do so. If you need access to technology, please speak to your worker about your technology needs.
- Q. What mental health supports are being provided during this time?
- R. Joanne White - mental health clinicians are providing virtual opportunities to meet these needs.
- Q. Wondering if community care policy makers were part of the process prior to the announcement - will CRAs be licensed to keep 19 year old's in the placement?
- R. Joanne White - We are working on this, right now, likely will be a case-by-case basis.
- Q. What about youth who have aged out and have had to leave their homes last week or last month, what are you doing to support them?
- R. Joanne White - we are going back to Jan 1, 2020, asking those young adults to connect back with MCFD/DAA to see what support we can provide them. Partnering with RCY, so that is another route young adults can access to get supports. New youth/youth adults web page where up to date information will be posted for you.
- Q. What is being done to ensure children/youth whose families are under investigation to keep children/youth safe?
- R. MCFD/DAA workers will continue to assess safety for children/youth/families - this will be done virtually and in-person where necessary. We are following PHO advice.
- Q. What is MCFD doing for children who are being removed at this time. Isn't that a violation of social distancing?
- R. If families are unable to stay together safely, we will continue to do so and follow the advice of PHO and reduce risk of exposure.
- Q. Placement changes - will children/youth have to change placements during this time?
- R. Each circumstance is being reviewed on a case-by-case basis. If placement changes are needed, we will do that under the considerations of all the factors in that circumstance.
- Q. Technical supports - youth deserve new technology items not refurbished, which die quickly?
- R. Joanne White - technology - we want to increase connections and decrease barriers - connect to your worker to get support for these items that need replacement.
- Q. How are young people in CRAs supported to respect social distancing?
- R. Joanne white - youth are being asked to maintain social distancing, if this isn't the case, please bring it up to your worker so that we can work to ensure there are opportunities to do so. We

are building some resources to help support creative ideas to social distance while remaining in foster homes. YAC is also developing and sharing some resources too.

- Q. Connecting to worker - Do young adults have to connect to their last known worker? Or can they connect to someone different?
- R. Joanne White - Created the option to connect with RCY around those circumstances, if the last relationship wasn't meeting your needs. They can help you get connected to a worker who will work well with you.
- Q. AYA participant who is lease is up April 30th, worried about losing her apartment.
- R. Michelle W - Provincial programming in place to support youth to stay in current apartment. If funding is not enough, connect back to AYA worker for additional funding. Encourage you to also apply for any federal/prov benefits if you are eligible.

Ran out of time - commitment to answer all questions that were asked and post them (FBCYICN and perhaps MCFD site).

Unanswered questions

- Q. I'm curious about those technical items to increase connection and reduce barriers... will we be allowed to provide new items and not refurbished items that die quickly?
- Q. I want to know about any resources for people now over 25 who don't qualify for a lot of subsidies for people out of care?
- Q. Any housing supports immediately accessible for homeless youth, YA? Covenant house not currently doing intakes, limited people doing viewings. 19-year old's recently aged out Van/South Fraser?
- Q. How will the funds actually get into the hands of young people?
- Q. Is there a plan to change the rules regarding the months AYA is available for?
- Q. What about phones for youth on YAGS?
- Q. I (youth worker) have been in contact with many of my kids proactively. The fact is many at-risk youth and entrenched youth are just not going to be staying home right now. I am wondering what MCFD's strategy or response to this in supporting the young person? My concern, other than the risk of them getting infected and spreading it, but my worry is that will be further reason for resources to discharge them and create a lot of conflict also. I know its a tough situation but these marginalized youth will be potentially even more marginalized now in my opinion.

Will also look to schedule regular, reoccurring meetings to answer additional questions as they come up.

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Temporary Emergency Funding (TEF)

Temporary Emergency Funding (TEF) – June 1, 2020

Highlights

- Almost 90% of facilities signed-up for TEF in April and May supporting over 120,000 (open and closed) spaces in over 4,000 facilities across B.C.
- Compared to the same time last month (as of April 28, 2020):
 - About the same number of facilities had signed up for TEF - 71% of June facilities compared to 72% of May facilities (on April 28)
 - **A higher portion of facilities reported an open status – 79% of June facilities compared to 66% of May facilities (on April 28)**
- The May Adjustment form was emailed to providers on June 1, 2020 and the July reporting form will be sent to providers on June 15
- An online tutorial is posted on the website to assist providers to complete the TEF monthly reporting form
- **Providers have received \$139.4M in TEF payments** (\$46.5M for April, \$51M for May and \$41.9M for June so far)

Table 1: TEF Summary Stats

TEF Summary Stats	April				May				June (to date)			
	Active CCOF (April)	Total Opt-In	Open	Closed	Active CCOF (May)	Total Opt-In	Open	Closed	Active CCOF (June)	Total Opt-In	Open	Closed
Organizations	3,680	3,199 87%	--	--	3,689	3,261 88%	--	--	3,689	2,693 73%	--	--
Facilities	4,909	4,341 88%	2,690 62%	1,651 38%	4,928	4,350 88%	2,729 63%	1,621 37%	4,931	3,503 71%	2,770 79%	734 21%
Spaces	121,201	110,403 91%	69,657 63%	40,746 37%	121,594	108,985 90%	71,077 65%	37,908 35%	121,649	85,154 70%	68,983 81%	16,171 19%
Monthly Payments	--	\$46.5M	\$42.1M	\$4.5M	--	\$51.0M	\$46.3M	\$4.7M	--	\$41.9M	\$40.3M	\$1.5M
Total Payments To-Date	\$139.4M											

Table 2: TEF Facilities and Spaces by Health Authority & Auspice

TEF Info as of June 1, 2020 by HA and Auspice

		TEF Status ²						CCOF ³		Percentage of CCOF Opted in TEF	
		Closed		Open		Total					
Heath Authority	Private or Non-Profit ⁴	Facilities	Spaces ¹	Facilities	Spaces ¹	Facilities	Spaces ¹	Facilities	Spaces	Facilities	Spaces
Fraser	NON-PROFIT	154	4,878	105	5,350	259	10,228	286	10,989	91%	93%
	PRIVATE	264	4,188	1,170	30,872	1,434	35,060	1,501	35,784	96%	98%
	TOTAL	418	9,066	1,275	36,222	1,693	45,288	1,787	46,773	95%	97%
Interior	NON-PROFIT	101	3,078	78	3,727	179	6,805	201	7,335	89%	93%
	PRIVATE	94	1,481	325	8,059	419	9,540	445	9,778	94%	98%
	TOTAL	195	4,559	403	11,786	598	16,345	646	17,113	93%	96%
Northern	NON-PROFIT	33	1,031	37	1,930	70	2,961	98	3,590	71%	82%
	PRIVATE	44	448	160	2,106	204	2,554	229	2,666	89%	96%
	TOTAL	77	1,479	197	4,036	274	5,515	327	6,256	84%	88%
Vancouver Coastal	NON-PROFIT	251	7,390	234	7,121	485	14,511	537	15,880	90%	91%
	PRIVATE	153	2,179	548	9,057	701	11,236	754	11,854	93%	95%
	TOTAL	404	9,569	782	16,178	1,186	25,747	1,291	27,734	92%	93%
Vancouver Island	NON-PROFIT	116	4,792	89	5,112	205	9,904	238	11,242	86%	88%
	PRIVATE	141	2,251	456	9,493	597	11,744	648	12,310	92%	95%
	TOTAL	257	7,043	545	14,605	802	21,648	886	23,552	91%	92%
Grand Total³		1,354	31,828	3,204	82,867	4,558	114,695	4,942	121,580	92%	94%

¹ Reported spaces are the maximum number of licensed spaces per facility. Open facilities may not be operating at full capacity.

² TEF Status is based on the reported status from the most recent TEF form submission by each facility. For example, if a CCOF facility reported closed in April, but open in May, and hasn't submitted June TEF form, it is considered as open in this analysis. This approach takes consideration of any potential late claims. The percentage of CCOF opting into TEF for other reporting is calculated on a month by month basis, which would be slightly lower than what is presented in this analysis.

³ The provincial total includes facilities whose postal codes do not match to any health authority and their spaces.

⁴ Non-profit includes the following organization types: Non-profit society, First nation, Local government, Public Institution. Private includes the following organization types: Registered company, Partnership and Sole proprietor.

Table 2: TEF Facilities and Spaces by Health Authority & Facility Type

TEF Info as of June 1, 2020 by HA and Facility Type											
		TEF Status ²						CCOF ³		Percentage of CCOF Opted in TEF	
		Closed		Open		Total					
Heath Authority	Type	Facilities	Spaces ¹	Facilities	Spaces ¹	Facilities	Spaces ¹	Facilities	Spaces	Facilities	Spaces
Fraser	Family	135	999	480	3,605	615	4,604	667	4,971	92%	93%
	Group	283	8,067	795	32,617	1,078	40,684	1,120	41,802	96%	97%
	Total	418	9,066	1,275	36,222	1,693	45,288	1,787	46,773	95%	97%
Interior	Family	47	342	162	1,191	209	1,533	230	1,684	91%	91%
	Group	148	4,217	241	10,595	389	14,812	416	15,429	94%	96%
	Total	195	4,559	403	11,786	598	16,345	646	17,113	93%	96%
Northern	Family	34	244	122	871	156	1,115	176	1,259	89%	89%
	Group	43	1,235	75	3,165	118	4,400	151	4,997	78%	88%
	Total	77	1,479	197	4,036	274	5,515	327	6,256	84%	88%
Vancouver Coastal	Family	64	422	213	1,452	277	1,874	309	2,083	90%	90%
	Group	340	9,147	569	14,726	909	23,873	982	25,651	93%	93%
	Total	404	9,569	782	16,178	1,186	25,747	1,291	27,734	92%	93%
Vancouver Island	Family	86	616	237	1,722	323	2,338	366	2,646	88%	88%
	Group	171	6,427	308	12,883	479	19,310	520	20,906	92%	92%
	Total	257	7,043	545	14,605	802	21,648	886	23,552	91%	92%
Grand Total ³											
		1,354	31,828	3,204	82,867	4,558	114,695	4,942	121,580	92%	94%

¹ Reported spaces are the maximum number of licensed spaces per facility. Open facilities may not be operating at full capacity.

² TEF Status is based on the reported status from the most recent TEF form submission by each facility. For example, if a CCOF facility reported closed in April, but open in May, and hasn't submitted June TEF form, it is considered as open in this analysis. This approach takes consideration of any potential late claims. The percentage of CCOF opting into TEF for other reporting is calculated on a month by month basis, which would be slightly lower than what is presented in this analysis.

³ The provincial total includes facilities whose postal codes do not match to any health authority and their spaces.

⁴ Non-profit includes the following organization types: Non-profit society, First nation, Local government, Public Institution. Private includes the following organization types: Registered company, Partnership and Sole proprietor.

Complaints

The CCOF program has received 42 complaints to date regarding TEF.

- 25 from parents, of these:
 - 10 deposits not being returned
 - 10 not being refunded after temporarily or permanently withdrawn
 - 4 having to pay fees to hold their spot
 - 1 provider not giving parents access to daycare spots and not prioritizing children of ESWs
- 10 from providers, of these:
 - 5 concerned about TEF rates not being enough to operate
 - 2 concerned about being denied backdating for April
 - 1 requesting eligibility while providing virtual care
 - 1 concern about accountability of TEF across the sector
 - 1 concern about requirement of caring for children of ESWs
- 7 from stakeholders (CCRRs), of these:
 - 6 issues of providers reporting as closed to the CCRRs, but showing as open on the TEF list
 - 1 issue of a provider reducing hours and increasing fees while in receipt of TEF

ESW Matching Program
Inventory, Referral and Parent Intake Survey Data

Child Care Parent Intake Form Summary, Cumulative data, up to May 29, 2020

1. By Health Region

Health Region	Count of Families/Parents	Number of children under 36 months (infant / toddler)	Number of children aged 3 years through kindergarten	Number of children aged 5 years through 12 years*	Total Children
Fraser	430	189	356	66	611
Interior	247	134	163	41	338
Northern	87	37	80	6	123
Vancouver Coastal	172	88	96	35	219
Vancouver Island	324	153	234	57	444
Unknown	10	4	11	0	15
total	1,270	605	940	205	1,750

*Children aged 5 years through 12 years was added since May 19, 2020.

2. By Parents' Occupation

Parents' Type of Work	Count of Families/Parents	Number of children under 36 months (infant / toddler)	Number of children aged 3 years through kindergarten	Number of children aged 5 years through 12 years	Total Children
Communications	24	15	14	4	33
Critical Infrastructure	28	11	18	6	35
Food and Agriculture	45	20	33	5	58
Health Services	664	339	488	74	901
Law Enforcement	112	49	91	9	149
Non-Health	171	75	138	47	260
Other	76	29	55	22	106
Sanitation	8	8	9		17
Transportation	42	18	28	11	57
Vulnerable Population	100	41	66	27	134
Grand Total	1,270	605	940	205	1,750

3. By CCRR Centres

Closest Child Care Referral office location	Count of Families/Parents
Abbotsford Community Services	42
Chilliwack	31
Clements Centre Society	18
Community Connections Society of SouthEast BC	32
Contact Women's Group Society	3
Golden Community Resource Society	3
Hope and Area Transition Society	2
Island Wellness Society	1
Kamloops Community YMCA-YWCA	35
Kelowna Child Care Society	71
Kootenay Kids Society	13
Langley Community Services Society	40
Maple Ridge / Pitt Meadows Community Services	39
Mission Community Services Society	17
New Focus Society	8
North Shore	28
Okanagan Boys and Girls Clubs	17
Options Community Services Society	126
PacificCare Family Enrichment Society	169
Penticton	42
Prince Rupert Association for Community Living	9
Revelstoke Community Childcare Society	5
Richmond Cares, Richmond Gives Servcies Society	40
Sea to Sky Community Services Society	16
Shuswap Children's Association	4
Sooke Family Resource Society	8
South Peace Community Resources Society [North]	4
South Peace Community Resources Society [South]	3
Sunshine Coast Community Services Society	23
Sunshine Valley Child Care Society	3
Terrace Women's Resource Centre Society	4
The Bulkley Valley Child Development Centre Socie	2
The Cariboo Family Enrichment Centre Society	6
The Trail Family and Individual Resource Center Soc	20
Victoria Single Parent Resource Centre Society	137
Westcoast Child Care Resource Centre	58
YMCA of Greater Vancouver	136
Young Men's Christian Association of Northern BC	55
Grand Total	1,270

Inventory & Referral Dashboard

Region	Number of Open Facilities	Maximum COVID Capacity (IT)	Used COVID Capacity (IT)	Remaining Spaces (IT)	Maximum COVID Capacity (ages 3-5)	Used Capacity (ages 3-5)	Remaining Spaces (ages 3-5)	Maximum COVID Capacity (School Age)	Used COVID Capacity (School Age)	Remaining Spaces (School Age)	Noted child care options/issues	This Weeks Number of Referrals Received	Total Number of Referrals Completed	Total Number of Referrals Waiting	Total Number of School Aged Referrals
Fraser	786	2920	1601	1319	5402	2229	3173	2836	947	1889	Yes - see 2nd tab for	60	1319		959
Interior	446	620	443	177	1378	920	458	842	527	315	Yes - see 2nd tab for	85	529	0	151
North	170	288	170	118	518	368	150	160	150	10	Yes - see 2nd tab for	26	167	0	29
Vancouver	1107	3164	1564	1600	5438	2419	3019	2896	812	2084	Yes - see 2nd tab for	184	1433	0	772
Vancouver	458	958	626	332	2,054	1,184	870	512	275	237	Yes - see 2nd tab for	73	886		164
Totals:	2967	7950	4404	3546	14790	7120	7670				-	428	4334	0	2075
* not all programs able to reach all providers: not true totals															
** small data collection discrepancies															

In the May TEF form, providers were asked if they have vacant spaces available for Essential Service Workers

4,071 responses have been received to date:

2,618 (64%) facilities indicated they are open in May

2,140 (82%) facilities have vacant spaces

501 (18%) facilities do not have vacant spaces

1,453 (36%) facilities indicated they are closed



Number of Open Facilities as of June 1stNumber of Open Facilities as of May 25th

Region	Number of Open Facilities	Region	Number of Open Facilities
Fraser	786	Fraser	776
Interior	446	Interior	432
North	170	North	164
Vancouver Coastal	1107	Vancouver Coastal	1000
Vancouver Island	458	Vancouver Island	454
Totals:	2967	Totals:	2826

An additional **141** child care providers have opened since last weeks reporting.

Commentary from RCs and CCRRs for feedback on community shortages and other issues

Region	Communities with shortage of child care options/issues
Fraser	Langley - SAC was a shortage prior to COVID, now intensified by the municipal recreation programs closed at 13 schools with 14 active beyond the bell programs
	Mission - Getting permanent childcare. Centres are only looking to take in essential workers children, not new clients.
	Mission - A lot of the childcare are being paid by existing clients to keep spaces available so can not offer spaces. New column added to spreadsheet to reflect actual spaces available 6 spaces. Staff not returning unless they can get full time hours.
Interior	Spaces Full or No child care open:
	Edgewater, Elkford, Princeton, Rock Creek
	Invermere – No School Age care
	Fernie – No I/T or 3 to 5
	Oliver – No under 3 spaces
	Keremeos – All spaces FULL
	Summerland – no school age spaces
	Nakusp/New Denver – no child care spaces
	Nelson – No I/T or 3 to 5 spaces
	Kaslo – No I/T
	No care for children needing support:
	s.22
	s.22
	ESW Waiting for Care:
	Tier 1:



	s.22	
	Tier 2:	
	s.22	
	Tier 3:	
	s.22	
North	Masset, Hazelton, Valmont, Fort Nelson no childcare spaces, Prince Rupert s.22 no spaces left, Haida Gwaii no spaces left	
	McBride preschool only, Chetwynd has no I/T spaces,	
Vancouver Coastal	Pemberton/Whistler/Thompson/Bridgeport/Halfmoon Bay/Pender Harbour	
Vancouver Island	Did not hear back from all providers/ providers unable to give COVID break down	
	No child care in Port Renfrew; Sooke info given	
	CCRRs will report on max/used SA as of next week: June 1	
	No I/T group spaces available in Victoria region	
	No OSC in MacAulay Elementary area in Victoria	

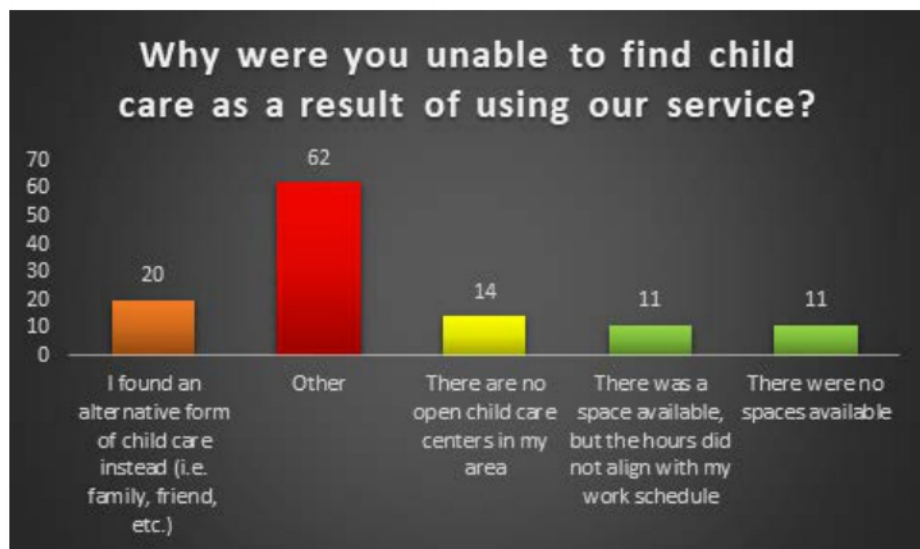
Parent Intake Form Survey (Graphs)

Below are graphs that incorporate the latest data from the Stakeholder Engagement Parent Intake Survey.

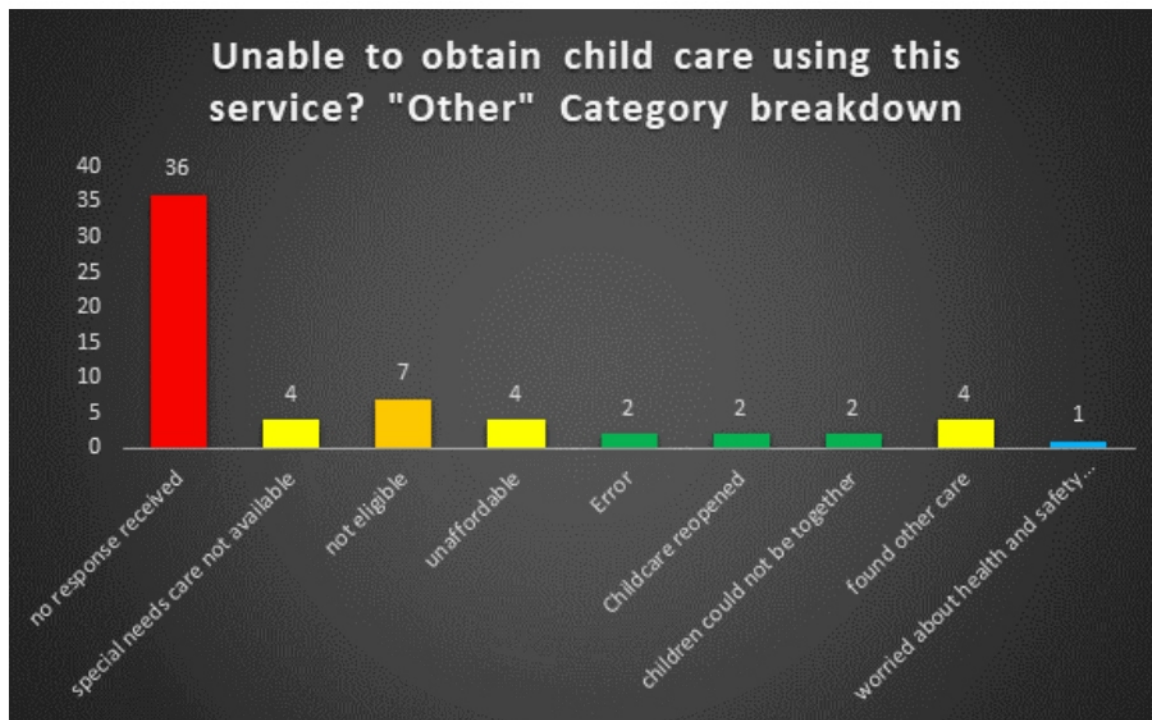
Out of **222** Parents who responded to date:

- **124 (55.9%) indicated they did not find childcare as a result of using the parent intake form service**
- **98 (44.1%) were able to find child care using the parent intake form service**
- This trend is moving towards less overall parents obtaining child care from previous weeks.



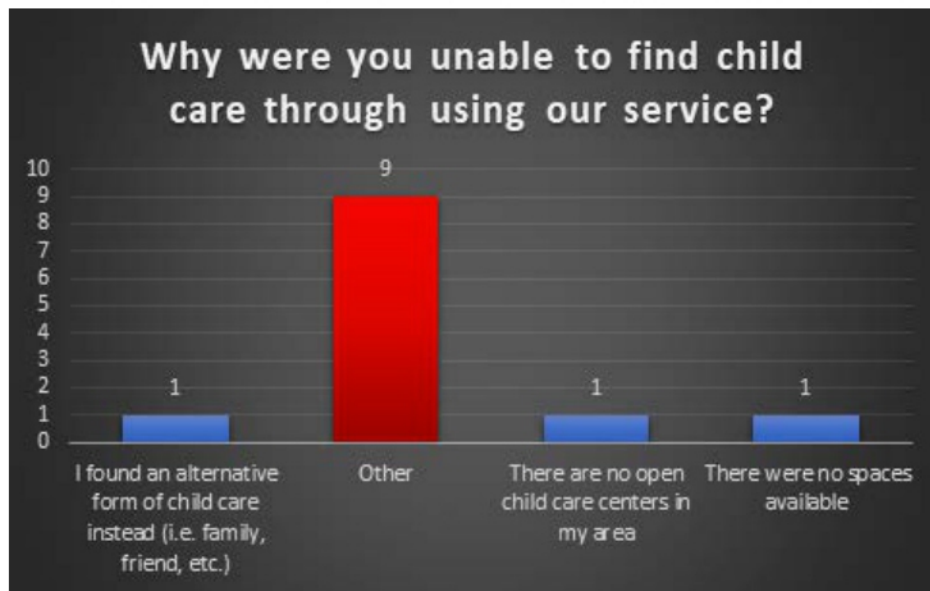
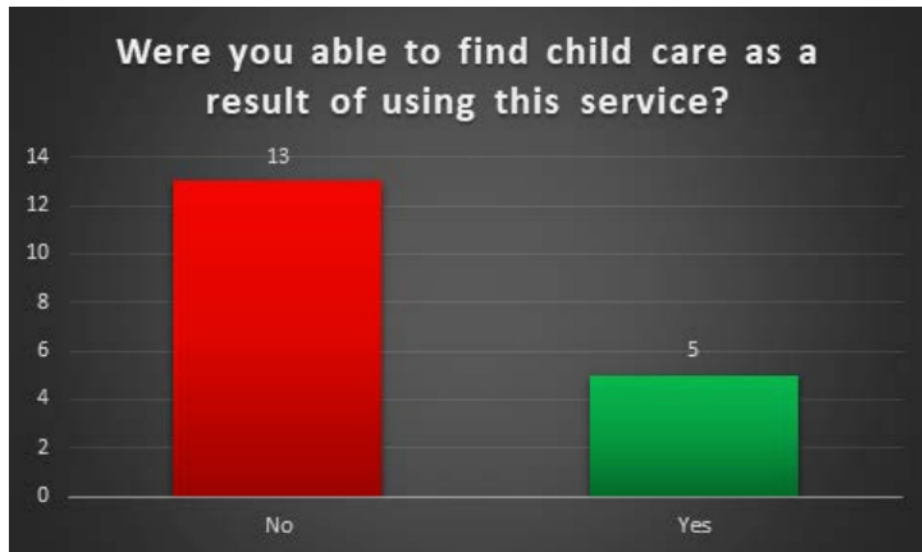


Of those **62** “Other” options, **36** indicated that they have received **no response** after completing the request for child care form. This is an additional **8** from last weeks results.



Here is the breakdown of the “Other” category from the Graph above. As you can see, 36 of the 222 parents indicated they did not hear from a CCRR at all after sending in an application. This works out to be over **16%** of the total parents surveyed (up 2% from last week’s 14%). Most of these respondents have put in applications 2-4 weeks ago- so well within the time frame for follow-up. Please note that we continue to follow up with all the parents who indicate they were not contacted by the CCRR.

Here are the graphs for the isolated new data from **week- May 20-25, 2020.**



Why were you unable to obtain child care from using this service "other" category break down (May 20-25 Survey)



ACCB Summary

Statistics for those receiving ACCB COVID-Related payments to date as of **June 2, 2020**

Service Month	Number of Children	Number of Families
March 2020	773	533
April 2020	582	390
May 2020	415	271

NOTES:

1. Recent ACCB regulation change became effective on April 26, 2020
2. The ACCB caseload is based on service month (when the child received child care) using ICM data extracted on June 2, 2020. It will change due to late claims.
3. COVID-related payments include²
 - 1) parent is laid off, calls the centre, and amount is maintained
 - 2) parent reports child is temporarily withdrawn to self isolate. If provider is not receiving TEF, they can claim accb.²

ACCB stats, ICM data extracted on June 2, 2020					
service month	Number of Children receiving ACCB	Number of Families receiving ACCB			
Sep-18	27,736	20,411			
Oct-18	31,190	23,208			
Nov-18	33,643	25,215			
Dec-18	34,441	25,921			
Jan-19	36,562	27,631			
Feb-19	37,875	28,719			
Mar-19	39,115	29,664			
Apr-19	40,101	30,544			
May-19	40,678	31,021			
Jun-19	40,864	31,150			
Jul-19	33,922	25,182			
Aug-19	33,606	24,885			
Sep-19	39,678	30,656			
Oct-19	41,504	32,157			
Nov-19	42,554	33,054			
Dec-19	42,748	33,235			
Jan-20	43,654	33,970			
Feb-20	43,911	34,269			
Mar-20	42,858	33,486			
Apr-20	24,963	19,358			
May-20	13,989	10,475			

* This table shows the number of families and number of children per month by when they received child care. These caseloads, especially of the last few months, may continue to increase due to late claims.

Prototype Site COVID-19 Closures and Re-opening

Last Update June 1 2020

Organization	Facility	City	Date Closed	Spaces	Total Number of Staff *****	Service Type	Notes	Status
Hornby Island Daycare Society	Hornby Island Daycare Society	Hornby Island	30-Mar-20	46	17	GCC <36M 30M to SA Pre MA	Closed for their usual 2 week Spring break, and then have decided to stay closed. Preparing to re-open June 15th	Closed
Nzen'man Child and Family Development Centre Society	Nzen'man' Child Care Programs	Lytton	01-Apr-20	62	15	GCC <36M 30M to SA SA	Reopening August 1, 2020	Closed
Okanagan Indian Band	Snc'c'amala?tn Early Childhood Education Centre	Vernon	17-Mar-20	52	26	GCC <36M 30M to SA PRE SA	Re-assessed May 4th and decided to remain closed with no open date determined.	Closed
Kootenay Family Place	Selkirk College Children's Centre	Castlegar	March 19th	47	17	GCC <36M 30M to SA	Closed for two weeks in in March. Currently looking for Essential Worker families, and have received no interest. Sites submitted fixed costs for May under the assumption they will remain closed for May. Scheduled to	Closed

Last Update June 1 2020

Organization	Facility	City	Date Closed	Spaces	Total Number of Staff *****	Service Type	Notes	Status
							re-open June 15th.	
The YMCA of Greater Vancouver	Little Scholars YMCA Child Care	Vancouver		16	5	GCC <36M 30M to SA Preschool	Notified of closure April 3. Other 3 YMCA sites remain open.	Closed
Ritchie Bros. Auctioneers	Ritchie Bros. Auctioneers Child Care	Burnaby	16-Mar-20	59	19	GCC <36M 30M to SA MA	Unable to re-open at this time. Childcare will resume operations on June 15th, 2020	Closed
Comox Valley Children's Day Care Society	Tigger Too Early Learning Centre	Comox	16-Mar-20	55	20	GCC <36M 30M to SA Pre	Site submitted fixed costs for May. Will re-open June 1 with limited enrollment and increase as new information from PHO becomes available. Preschool portion wont re-open until Sept 2020.	Open

Last Update June 1 2020

Organization	Facility	City	Date Closed	Spaces	Total Number of Staff *****	Service Type	Notes	Status
Collingwood Neighbourhood House Society	Collingwood Neighbourhood House	Vancouver	March 19th – May 4th	49	24	GCC <36M 30M to SA	Re-assessed May 4th and decide to remain closed to June 1	Open
The Centre For Child Development of the Lower Mainland	The Centre for Child Development Preschool and Child care	Surrey	19-Mar-20	57	7	GCC <36M 30M to SA Pre	Re-opened April 14 (notified April 22) for tier 1 families only	Open
YMCA Metro Vancouver	Emma's Early Learning and Care	Vancouver	23-Mar-20	28	12	GCC <36M	Agreed to pay staff wages until April 20th. Considering re-opening for YYP. Re-open April 20	Open
Sunshine Coast Teen Parent Education Association	Esprit Daycare	Gibsons	18-Mar-20	28	9	GCC <36M 30M to SA	Re-opening April 14, 2020	Open
Association of Neighbourhood Houses of BC dba Alexandra Neighbourhood House	Alexandra Neighbourhood House Children's Centres - Kensington Prairie	Surrey	March 20 - April 6	58	17	GCC <36M 30M to SA SA MA	Closed by the city on March 20, 2020. Will be reopening Monday, April 6, 2020 with reduced child: teacher ratios, group sizes and staffing for Tier 1 families	Open
Okanagan Similkameen Neurological Society	Kinderplace OSNS Child and Youth Development	Penticton	17-Mar-20	64	21	GCC <36M 30M to SA Pre	Reopened April 1st.	Open

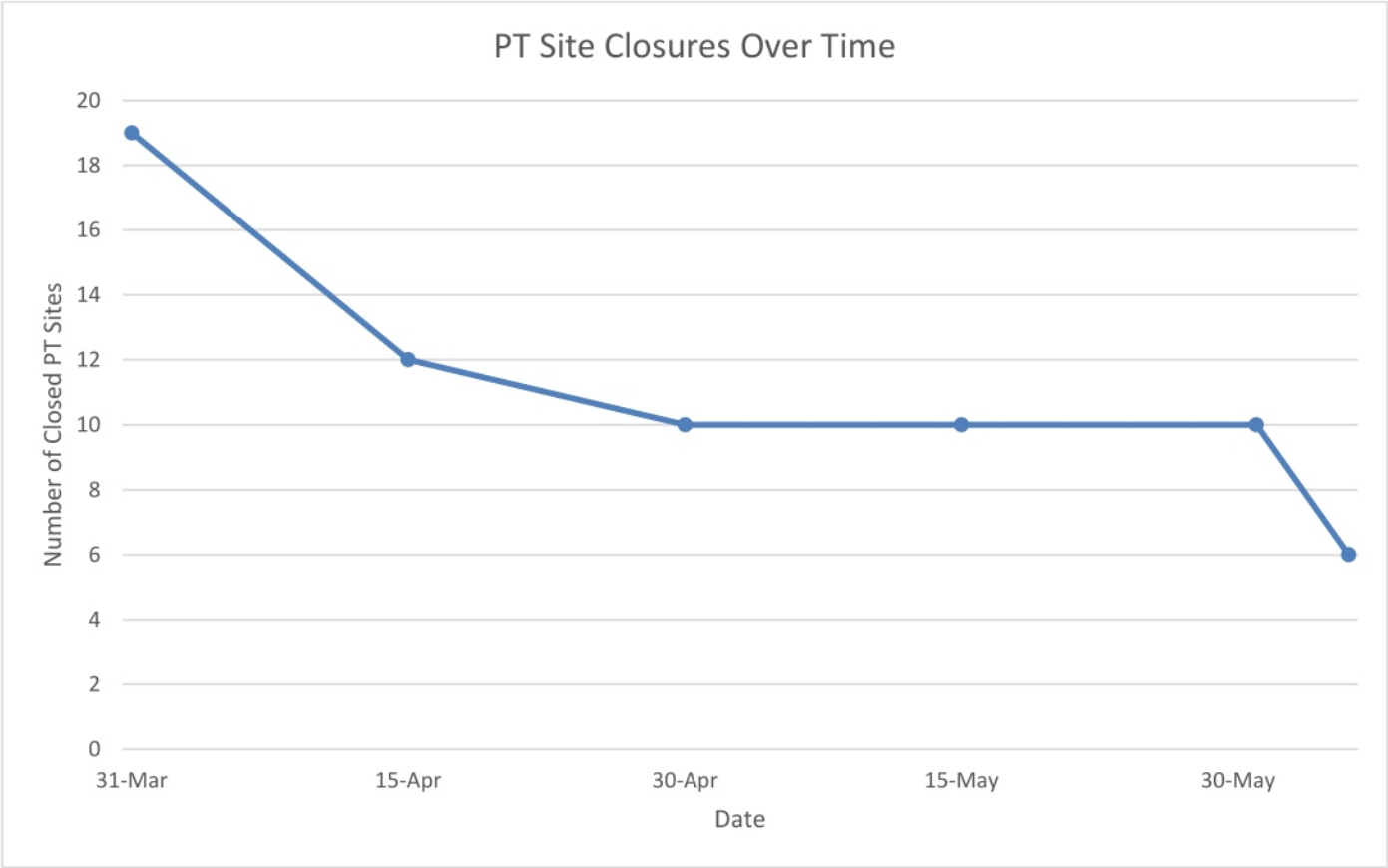
Last Update June 1 2020

Organization	Facility	City	Date Closed	Spaces	Total Number of Staff *****	Service Type	Notes	Status
	Centre Kinderplace							
Discovery Kids Childcare Inc.	Discovery Kids Childcare	Squamish	18-Mar-20	37	12	GCC <36M 30M to SA	Reopened March 31	Open
Mission Daycare Society	Heritage Park Childcare Centre	Mission		37	9	GCC <36M 30M to SA	Closed except for essential services. One family that has 22 is currently receiving care.	Open
Veronica MacLean	The School House ELCC	Nelson		54	12	GCC <36M 30M to SA SA	Reopened March 30, 2020	Open
UBC Child Care Services	Hummingbird Under three	Vancouver	24-Mar-20	24	12	GCC <36M	Only closed for the one day.	Open
Association of Neighbourhood Houses of BC/Frog Hollow Neighbourhood House	Frog Hollow Neighbourhood House's Satellite Daycare	Vancouver	23-Mar-20	37	13	GCC <36M 30M to SA	Re-opening April 2nd.	Open
Fernwood Neighbourhood Resource Group Society	Fernwood Neighbourhood Childcare and Fernwood Infant and Toddler Care	Victoria		99	33	GCC <36M 30M to SA SA	Reopened April 1, 2020	Open

Last Update June 1 2020

Organization	Facility	City	Date Closed	Spaces	Total Number of Staff *****	Service Type	Notes	Status
Yvonne Coupland	Play School Platoon	Grand Forks		8	1	FCC IHMA	Reopened March 30, 2020	Open
Langara College	Langara Child Development Centre	Vancouver	19-Mar-20	62	17	GCC <36M 30M to SA	Reopening March 31 or April 1	Open
Monica Daniela Lechintan	Albion Good Beginnings Daycare	Maple Ridge	30-Mar-20	7	1	MA	Beginning March 30 Mona offered virtual care to her families. Upon review with Policy, MCF does not consider virtual care as "open". Mona re-opened her facility on April 17 for one family of ESW	Open
Little Angels Daycare	Little Angels Daycare	Burns Lake	17-Mar-20	30	6	GCC <36M 30M to SA MA	Closed until April 6th and then will reassess. Re-opened April 14.	Open
***** Please note, staff numbers are as of their original application in 2018 and are only an estimate								

Table 1: Shows the number of closed PT Sites from Mar 31 by half month. Data shows values up to and including June 5th 2020.



Note: Total number of PT Sites is 52

Date: 2020-06-05

Re: MCFD and First Call - Youth and Young Adult Weekly Discussion – Week of June 1, 2020

Q.1 In anticipation of month end. Are supports going to be cut off June 30th?

- MCFD understands how challenging this time is for young adults.
- The ministry has received support from government on the emergency measures up until June 30th and are assessing the need for emergency responses beyond this date.
- These calls have been helpful to illustrate how the emergency measures for young adults have been received.
- This is a government wide fund that supports the emergency measures, so it is a government decision as to whether the emergency measures are extended.

Q.2 If so, when there is a second wave, is there a place to reinstate the extended and temporary supports?

- Given the unprecedented nature of the COVID-19 pandemic, we have put emergency measures in place to ensure the safety of youth and young adults from care.
- If a second wave occurs, the ministry will follow the advice and guidance of the Provincial Health Officer, and programs will follow this direction.
- Conversations around planning for the future are currently underway.

Q.3 Discussion of the counselling as a learning domain update posted May 11. Looking for clarity on quoted material: “Young adults are unable to include counselling as a learning domain through the “health and wellness” of the temporary AYA life-skills program change.”

- The emergency measures related to life-skills were reduced to 5 hours during the pandemic.
- MCFD has put forward a recommendation to reduce these timeframes, however the decision is still pending.
- Additional information will be provided once a decision has been made.

Q.4 First Call was envisioning a universal counselling platform, is this still possible?

- MCFD is currently having discussions on this topic and looking at what is possible to meet these needs.

Q.5 Has the agreement with TELUS been adapted around the emergency measures for free phones? Do they still plan to shut them off post pandemic?

- MCFD has taken this feedback to TELUS and are working on determining what a transition plan may look like and the communications that will be made available to those who are using these devices.

Q.6 In thinking ahead to the Budget Consultations, we are looking specifically for more funding for youth transitions - we are wondering what you would recommend we include for the most effective ask of increased funding for youth transitions.

- Submissions to Budget Consultations occur in the fall of each year by 'invite-only'.
- It is a breach of the BC Public Service Standards of Conduct to tell advocacy groups what they should submit for increased funding.
- We encourage advocacy groups to submit their requests as it helps with our budget planning process in the fall.

Date: 2020-06-10

Re: MCFD and First Call - Youth and Young Adult Weekly Discussion – Week of June 8, 2020

Q.1 In reinstating an AYA contract - Does a youth have to re-apply for AYA? (Contact a SW, and wait) or will there be a more immediate response to the contract amendment?

- If the young adult's AYA agreement has concluded and the file has been closed, then they would need to reapply.
- If they are changing their program, then the existing contract can be modified.
- MCFD is meeting weekly with the RCY regarding our practice response during the pandemic, specifically to discuss youth and young adults transition supports.
- MCFD has heard that there were a few cases where applications were delayed and we are working to ensure renewals and applications are expedited.

Q.2 What is being done to address AYA wait times across the board?

- MCFD is not aware of specific wait times for AYA applications.
- Information related AYA application process wait times will be shared when data is available.

Q.3 When we start having vaccines come out - will visits be regulated by the vaccines, those who have and those who do not?

- The pandemic and the subsequent response is fluid and our practice continues to be guided by the advice of the Provincial Health Officer.
- The ministry is currently scaling up our connections for children and youth in care, and we are working to increase visits at this time.

Q.4 When the school year resumes, will youth be able to continue with the cultural activities and 5 program hours a week of the Temporary Life Skills program?

- The ministry has received support from government on the emergency measures up until June 30th and are assessing the need for emergency responses beyond this date.
- These calls have been helpful to illustrate how the emergency measures for young adults have been received.
- This is a government wide fund that supports the emergency measures, so it is a government decision as to whether the emergency measures are extended.

Q.5 How does the state of emergency affect the extension of the programs in place?

- The ministry's response is guided by the advice of the Provincial Health Officer, and not necessarily the state of emergency.
- The ministry has received support from government on the emergency measures up until June 30th and we are assessing the need for emergency responses beyond this date.
- This is a government wide fund that supports the emergency measurements, so it is a government decision as to whether the emergency measures are extended.

Q.6 Have SWs been given directives to support youth to transition from COVID extended supports?

- MCFD is encouraging staff to support youth to transition where it is viable to do so, during the pandemic.
- Some youth may be prepared to transition between now and the end of June.
- MCFD recognizes that this is dependent on the unique needs and circumstances of each youth.
- Staff are encouraged to reach out to youth to discuss and plan for transition from the current temporary emergency measures by the end of the month.
- Planning should begin before reaching the age of 19.