

**VIA EMAIL**

Ref : 249033

Dear AIDP, IDP, ASCD and/or SCD Service Provider,

In response to the impacts of COVID-19, many AIDP, IDP, ASCD, and SCD programs are adapting the way they deliver home visiting or consultative services, to allow them to be provided through phone or virtual ways. The following information is intended to support your decisions around how to provide continued services during the pandemic:

- 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: home visiting or consultative services via phone or skype and increasing indirect services through the use of virtual meetings and taking advantage of training opportunities. Home visiting or consultative services provided through phone or virtual means are still considered direct services for contract reporting purposes.
- It is important that social service organizations take advice from the Provincial Health Officer on how to reduce the spread of COVID-19 and support health and safety while continuing to provide these important social services. [Provincial Health Officer Social Service Sector Guidelines](#)
- Where an in-person meeting is required or possible, agencies should practice according to the most recent advice from the Provincial Health Officer. Please see the attached letter from the Provincial Health Officer for more information.
- At this time, MCFD and its service providers have been approved to use Skype for Business and Zoom for communicating with clients and colleagues. We are attaching for your reference, “Zoom Privacy and Information Security Instructions” which provides helpful information for using Zoom. MCFD is continuing to evaluate other platforms and we will keep you updated as we are given further guidance.
- For up to date information about services and supports offered by MCFD please refer to: <https://www2.gov.bc.ca/gov/content/family-social-supports/covid-19-information>

Sincerely,

Inclusion Policy  
Ministry of Children and Family Development