

MCFD guidelines for virtual conference services for MCFD-funded services

Information courtesy of the Federation of Community Social Services of BC

May 6, 2020

Please find below a message from the MCFD Chief Information Officer regarding use of virtual conference tools for MCFD funded services.

You will see that Zoom (any Zoom - paid, Health Care) is no longer being suggested as a secure platform; however, with the exception of programs delivered under the Child, Family and Community Service Act (CFCSA), it is still permitted.

We put together this table to help.

Program delivered under CFCSA	Cannot use Zoom, only Skype for Business
Unsure if your program is delivered under the CFCSA	Talk to your Director of Operations (DOO) to get clarity
Program serves children/youth in care but is not delivered under the CFCSA	Use what your organization has deemed to be appropriate and safe & if you are unsure talk to your DOO
Program is delivered under the CFCSA and you need to arrange a virtual meeting for that young person and their family and you do not have Skype for Business	Talk to you DOO or MCFD contact about having them set up a Skype for Business meeting link
Program is delivered under the CFCSA and you need to arrange a virtual meeting to share personal and confidential information about a family or young person and you do not have Skype for Business	Talk to you DOO or MCFD contact about having them set up a Skype for Business meeting link
Program is delivered under CFCSA and you need to arrange a meeting where NO private or confidential information will be shared	Use what your organization has deemed to be appropriate and safe
Program is not operated under the CFCSA (ie. CYMH, Child Development programs, Family Resource Programs)	Use what your organization has deemed to be appropriate and safe

We appreciate this may not always be ideal, particularly if it feels like a loss for a young person or family so it is important to know that this decision is grounded in respecting the rights under legislation for people served under the CFCSA.

We do anticipate that over the next few weeks, further guidance about in-person visits with family as we learn more about transition and recovery plans for the province as a whole.

The Ministerial order issued on March 17, 2020 that lifted some of the requirements under FOIPPA did not lift the requirements under the CFCSA. One of the reasons Zoom is allowed for schools and in programs in Health or CLBC is because those programs don't fall under the CFCSA and do fall under the Ministerial order; the same is true for MCFD programs that are not governed by the CFCSA.