

# Reduced services for people with disabilities during the COVID-19 pandemic...

## Myth or reality?

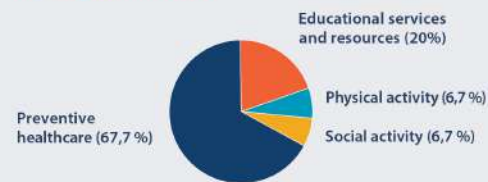


Organizations providing services to people with disabilities (PWD) have faced many challenges during the COVID-19 pandemic, on a personal level, but also on a technological and logistical level. However, have these constraints resulted in a reduction of services and resources offered to this clientele, or in the development of new innovative practices?

### METHODOLOGY

To find out, 15 studies focusing on community and public services provided to people with physical or cognitive disabilities were compiled. These studies were primarily quantitative and aimed to describe the adaptations put in place during the COVID-19 pandemic.

### Resources and services offered by organizations



Reference : Lapiere, N., Olatona, O., Labrie, D., Gagnon, M., Paquette, Raynard, E., Routhier, F., Mortenson, W. B. (2022). Providing Community Services for Persons with Disabilities during the Covid-19 Pandemic: A Scoping Review. Health & Social Care in the Community. (6): e3746-e3760. doi: 10.1111/hsc.14050

### How did organizations reorient their services and resources during the COVID-19 pandemic ?

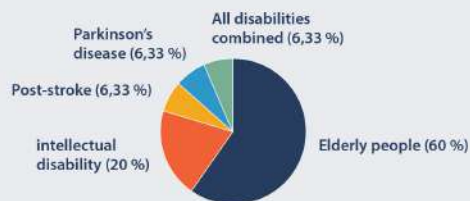
- Remote service offering by telephone or online
- Combined in-person and remote service offering
- Technological support for service users



# 53 %

of studies report that the development of services has led to an increase in the social skills and quality of life of the people served.

### Clienteles served by organizations



## Barriers and facilitators reported

### Clientèle

- Previously developed technological skills
- Caregiver help
- Maintaining some form of socialization
- Ease of implementation of group discussions (social support)

- Lack of access to a reliable internet connection
- Technological challenges
- Isolation (anxiety, depression and overall decreased well-being)
- Marginalization (lower socio-economic status or geographic isolation)
- Privacy concerns during video calls
- Communication difficulties (lack of non-verbal cues)
- Overload for caregivers

### Organisations

- Increased time spent with clientele (strengthening ties)
- Implementation of organizational management strategies
- Flexibility
- Planning

- Risk for staff to contract or transmit COVID-19 during in-person interventions
- Lack of staff
- Shortage of personal protective equipment
- Preventive measures leading to the cancellation of home services

## Conclusion

This study shows how community organizations and municipalities have adapted, since the start of the COVID-19 pandemic, to maintain their offer of services to people with disabilities despite social distancing measures. Online service provision has increased over this period, with useful results including greater awareness of the various barriers and facilitators that organizations may have encountered.