



## TCCSS COVID-19 Update

### **A message to all of our valued clients, families, and community partners:**

Please note that the offices of Tri-County Community Support Services (TCCSS) are closed from March 16<sup>th</sup> 2020 until further notice as a precaution to reduce the spread of COVID-19. This includes our Peterborough, Cobourg, Lindsay, Campbellford and Haliburton Offices. Further closures and face-to-face service cancellations may occur, so please monitor our website ([www.tccss.org](http://www.tccss.org)) for alerts.

We are carefully monitoring updates provided by Health Canada, local Public Health agencies, along with those from the Federal and Provincial Governments.

TCCSS will continue to provide specialized support services to individuals, families and service providers during this time through email and phone communication during regular business hours of 8:30 am to 4:30 pm, Monday to Friday.

The service guide below provides information on how to contact TCCSS staff, as well as important TCCSS program and service information:

## TCCSS COVID-19 Service Guide

### Passport

- Passport Staff have the ability to work remotely and continue to monitor emails and voicemails. Staff will do their best to respond to emails and voicemails each day and will be available to provide support over the phone as needed.
- If you are not sure who your Passport Coordinator is, you can call (705) 876-9245 ext 340 or toll free at 1-888-616-3456 ext 340 to leave a message and one of our team members will get back to you.
- While our offices are closed it is strongly encouraged that you email or fax your invoices to PassportONE so payments are not further delayed:

**Preferred Method:** Fax Directly to Passport ONE at **1-855-814-2403**

Email Directly to Passport ONE at: [invoices@familyservicetoronto.org](mailto:invoices@familyservicetoronto.org)

Email to TCCSS at: [passport@tccss.org](mailto:passport@tccss.org)

### HKPR Adult Respite Fund

- Families are encouraged to continue to submit 2019-2020 respite invoices by fax or mail to Fax: (705) 749-6696 Mail: 349A George Street North Suite 303, Peterborough, ON K9H 3P9
- Our staff will be monitoring our Canada Post mail and received faxes to ensure that there is no delay in payment.
- For any respite related questions, please call (705) 876-9245 ext 234 and one of our staff will respond.

# **Transitional Age Youth (TAY) and Adult Case Management**

- TAY Coordinators and Case Managers have the ability to work remotely and continue to monitor emails and voicemails. Staff will do their best to respond to emails and voicemails each day and will be available to provide support over the phone as needed. Our staff will also be reaching out to individuals on their caseload for regular check-ins.
- For those individuals, families and private operators who are required to submit invoices for re-imburement, please continue to submit to your Case Manager via email. We are committed to having no interruptions in payments.

# **Behavioural Consultation Services**

- If you are receiving Behavioural Consultation services you can continue to be in touch with your Behaviour Consultant via phone or email.

# **Adult Protective Services**

- If you are receiving Adult Protective Services you can reach out to your Adult Protective Service Worker (APSW) via phone, text or email.
- APSW's will also be checking-in regularly with the people they support by phone, email or text.

# FASD Programs and Services

- If you are involved with our FASD Coordinator you can continue to contact her via phone or email during regular business hours.

# OAP/Autism Services

- Clinical Supervisors and Behaviour Consultants continue to be available by telephone and email during regular business hours.
  - Scheduled meetings can be conducted via teleconference.
  - Fee-for-service sessions will be postponed without penalty.
- Fee-for-service estimates accepted prior to March 16th will be processed and contracts will be forwarded to families with an option to use an electronic signature.

We will continue to monitor our reception voicemail and email during this time. If you do not have your workers contact information or if you require general information please do not hesitate to contact us at (705) 876-9245 or at [info@tccss.org](mailto:info@tccss.org) and we will get back to you as soon as possible.

## Further Information:

We encourage you to stay informed on the latest COVID-19 updates from the following credible sources:

Peterborough Public Health Unit, COVID-19 hotline, 705-743-1000 ext 401, [covid19@peterboroughpublichealth.ca](mailto:covid19@peterboroughpublichealth.ca)

Haliburton, Kawartha, Pine Ridge District Health Unit, 905-668-2020 or 1-800-841-2729

Durham Region Public Health Unit, 905-668-2020 or 1-800-841-2729

Telehealth, 1-866-797-0000