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To Our Community:

Since March 16th our physical offices have been closed to the public as a result of the COVID-19 pandemic, and our staff have been working-from-home to provide services and supports virtually. We began connecting with supported people by phone, mail, email and text messages, and quickly added the use of video consultations, e-learning and virtual groups. We are pleased with the level of engagement in virtual services that we have seen so far. Although I recognize that it has been an adjustment for all and that there are still some challenges that we need to address.

As our communities begin to re-open, we have considered how to safely resume in-person services. Beginning July 13th, TCCSS will begin to offer a small number of scheduled in-person visits and services across most of our physical office locations, in congregate care settings where permitted, in family homes, outdoor settings and in the community. We are taking precautions in determining when an in-person visit is necessary, and not all staff and people supported will resume in-person services as of July 13th. This gradual approach to resuming in-person services has been carefully considered with everyone's safety in mind.

Please note that only pre-scheduled visitors will be able to access our buildings, and any drop-in or unscheduled visitors will be required to make an appointment. TCCSS staff will contact you within the next few weeks if in-person services can be offered to you, your child, or the person you support. Upon scheduling an appointment, you will be provided with instructions explaining what to expect during in-person services.

Wherever possible, we will continue to use virtual services and supports throughout the pandemic, and will continue to build on the successes we have experienced in this new service delivery model. We will also continue to explore new and innovative ways to deliver our services and to expand your access.

Please consider joining our mailing list at www.tccss.org to stay informed about how our services are evolving, and for important agency announcements scheduled for early this summer.

On behalf of all TCCSS Staff and our Board of Directors, I wish for you to stay well and connected during these difficult times, and we look forward to welcoming you back into our physical spaces as soon as possible.

Sincerely,

Katlyn

Katlyn Guthrie
Chief Executive Officer