TCCSS
Tri-County Community Support Services

www.tccss.org

Visit our website for the latest updates! Watch for the launch of our Facebook & other exciting updates this summer!

Virtual and In-Person Service Updates for TCCSS Programs

As most of Ontario enters Stage 3 of the reopening plan at the end of this week, Tri-County wanted to let people supported, families and community partners know what our services are going to continue to look like for over the summer. Our offices will remain closed to the public; however we have COVID safety protocols in place to allow for a limited number of in-person services to resume. Please read the included information below for more details.

A Message from Our CEO, Katlyn Guthrie, about in-person visits

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 has begun 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 have resumed 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 inperson 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.

TCCSS has developed a variety of virtual services to ensure our supported individuals are able to access services while maintaining COVID safety measures.
For more information: https://www.tccss.org/covid-19/.

We would like acknowledge that the development of virtual services is supported by the Government of Canada's Emergency Community Support Fund and Community Foundation of Kawartha Lakes.

TCCSS Program Updates

Passport

Passport Staff continue 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.

We can also make ourselves available to provide group outreach via virtual means upon request.

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 Methods:
Fax Directly to Passport ONE at 1-855-814-2403
Email Directly to Passport ONE at: invoices@familyservicetoronto.org
Email to TCCSS at: passport@tccss.org

Passport Program Eligible Expenses During the COVID-19 Pandemic
Please click on one of the links below for information.

TCCSS Passport Key Messages
Ministry of Children, Community and Social Services Passport Updates
PassportOne Refund Process

The following link https://www.dsontario.ca/passport-program/important-information is also a new addition to the existing Provincial DSO website which hosts a page on Passport and will continue to be a source for any Passport updates.

TCCSS Passport is committed to supporting families during this unprecedented time and will advise families when additional information has been made available from MCCSS on these temporary changes.

Transitional Age Youth (TAY)& 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 are also 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 reimbursement, please continue to submit to your Case Manager via email. We are committed to having no interruptions in payments.

FASD

Our FASD Coordinator continues to provide services via phone, email, text, and virtual platforms. FASD resources, support and capacity building opportunities are available to individuals, families, caregivers and community partners. As well, Virtual Parent/Caregiver Support Groups are being developed based on community interest. For more information or to be involved please email Kim Carson at kcarson@tccss.org or by calling (705)876-9245.

Our FASD Adult Support group continues to meet regularly and has switched to a virtual format. The group meets at least monthly and provides social opportunities, information and guidance in a friendly, low stress environment. If you would like to be involved please email Brittany Thompson at bthompson@tccss.org.

Behaviour Consultation Services

Our Behaviour Consultants continue to provide support through virtual consultation. Various platforms can be used such as ZOOM, Bluejeans, What's App and Facetime. Please contact your behaviour consultant for more information and support to continue with services during COVID restrictions.

The BCS team has been developing virtual group training and information sessions for individuals, parents/caregivers and agency staff including:

ABA 101

Two Applied Behaviour Analysis (ABA) groups have been developed for Parents and Caregivers and for Agency Front line Staff. These ABA 101 courses will teach important skills and develop foundational knowledge in the following areas:

· Introduction to ABA and Why We Use It
· Functional Behaviour Assessment
· Operational Definitions, Target Behaviour and Data Collection
· Antecedent Interventions
· Motivation and Reinforcement
· Differential Reinforcement and Functional Communication training
· Task Analysis and Prompting
· Generalization, Maintenance and Ethics

The courses provide 16 hours of training and are offered over an 8 week period.
If you would like to be included in an ABA 101 training group or would like more information, please contact our Central Navigation Team by email at info@tccss.org or by calling (705)876-9245 ext.200.

A-DBT for Adults

Our Adapted-Dialectical Behaviour Therapy (ADB-T) Group is a positive, interactive group that offers participants support with emotional regulation, managing conflict and interpersonal relationships. It is an interactive group that teaches each person skills that can be applied to a variety of setting and situations in their life and aid in coping when faced with challenges.

This group meets weekly for 12 weeks. If you would like to be included in an A-DBT training group or would like more information, please contact our Central Navigation Team by email at info@tccss.org or by calling (705)876-9245 ext.200.

More groups and information sessions are in development and will be shared as they become available on our website at www.tccss.org so please check back regularly.

Adult Protective Services

Adult Protective Service Workers (APSWs) are regularly reaching out by phone, text and email to people who are receiving services and those on the waitlist. The APS team is able to provide social services and updates on ZOOM, Bluejeans, Facetime and Whats App platforms as well.

APSWs are providing regular updates about the COVID pandemic requirements, restrictions, public health alerts and safety alerts as they become available. Along with updates regarding health and safety, APSWs are providing updates about community services available in the HKPR region. Please feel free to contact your APSW if you require support with resources or information

APS has been offering social connections through reading groups and virtual BINGO. New groups are being developed by the team. If you would like to find out more about upcoming social opportunities and groups please contact Irene Pyle at ipyle@tccss.org or by calling (705)876-9245.

OAP & Autism Services

Clinical Supervisors and Behaviour Consultants continue to be available by telephone and email during regular business hours. Meetings can be conducted via teleconference or video conference (e.g., Zoom, BlueJeans)

Fee-for-service sessions have been postponed without penalty.

As our agency continues to closely monitor Covid-19, the Ontario Autism Program (OAP) and Autism Services have been focused on adjusting services to best support children with autism and their families. Recognizing that this is a very difficult and unprecedented time, multiple service options are being developed and delivered to meet the unique needs of children with autism and their families in our community, including:

- **Direct service with child/youth**: Behaviour Consultant, Behaviour Technician, or Instructor Therapist meets with the client directly using technology. Parent/caregiver may or may not be present during the session.
- **Direct service with parent/caregiver-mediated therapy:** Behaviour Consultant meets with mediator (e.g., parent, caregiver) directly using technology and provides coaching on completion of formal programming objectives with the child/youth.
- **Direct parent education**: Behaviour Consultant provides personalized or pre-made lessons and resources to a parent/caregiver and reviews weekly lessons with them directly.
- **Parent/Caregiver self-directed education:** The Behavior Consultant provides access to pre-made materials and learning modules that the parent/caregiver completes at their own pace, and contacts the Consultant as needed to clarify or discuss the materials.
- **Problem-solving supports**: Behaviour Consultant is assigned to a family who reports that they are not able to complete any formalized services at the current time. Consultant checks in a minimum of monthly, unless otherwise directed by the family. Family may contact the Consultant at any time to request an appointment for supports, or to re-initiate more formalized programming.
- **Group services**: Staff provide group sessions remotely, may include parent or client educational groups, informal supportive groups, individual goals within a group format, circle routines, etc.

We will continue to monitor our voicemails and emails during this time. If you do not have your worker's contact information or if you require general information, please do not hesitate to contact us at (705) 876-9245 or at 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

· Haliburton, Kawartha, Pine Ridge District Health Unit, 1-866-888-4577 x 5020, info@hkpr.on.ca and www.hkpr.on.ca

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

· Telehealth, 1-866-797-0000

TCCSS extends a huge thank you to the front line workers in our communities for their tireless efforts during the pandemic.

TCCSS
Tri-County Community Support Services