



Main Office Relocation – September 2020 & Other Important News

August 6, 2020

To Our Community:

Tri-County Community Support Services' main office has been at its current location (349A George Street North, Peterborough) for the past 40 years. While this office has served us well and has grown with us over many years, the expansion of our autism and developmental services and programs have required us to consider other locations. Over the past few years, we have searched for a building that would meet the needs of our various programs and people we support, while also having the potential to combine our two Peterborough locations.

As our services have grown, so too has our desire to adopt a new name and fresh brand identity that better reflects who we are today. Over the past several months, TCCSS has undergone a rebranding process involving consultations with stakeholders, people supported, family members, and community partners. This process is in its final stages and will result in a change to our name and visual identity, while maintaining all of the services and supports we currently offer.

Where and When?

By September 2020, we will have relocated our main office to 150 O'Carroll Avenue, in Peterborough (K9H 4V3). Current restrictions due to COVID-19 will continue to impact access to our offices. Visits to our new office will continue to be by appointment only until further notice.

The launch of our new name, logo, and website is scheduled to occur shortly after the main office move.

By November 2020, we will have also moved our Autism Services clinic (380 Armour Road) to our new main office at 150 O'Carroll Avenue where staff, people supported and their families will benefit from our improved location.

Our new location is compliant with the Ontario Accessibility Act, 2005, is located in a residential area beside Dixon Park, has free on-site parking and designated drop-off areas, and is conveniently located between 4 public transit lines.

Next Steps

We know that these changes may pose some initial challenges to people supported, their families and other stakeholders. We commit to working closely with everyone who accesses our services to ensure that you are well supported during the transition period.

On Friday August 21st our servers and other technology are being moved, which may result in one day of service disruption as our staff will not be available by e-mail that day.

We will share more information about these changes and next steps, including a finalized move-in date in the coming weeks, and we look forward to announcing our new name shortly after that.

For our Passport recipients and others who send us invoices by mail, please rest assured that mail forwarding will be in place for several months while you adjust to this change.

If you have any questions about these changes, please reach out to any one of our staff.

Sincerely,

Katlyn

Katlyn Guthrie
Chief Executive Officer