



# Canopy

## Support Services

Monday November 16<sup>th</sup>, 2020

To Our Community:

It is my pleasure to announce today that Canopy Support Services is the new name for Tri-County Community Support Services (TCCSS), and that we have refreshed our visual brand to better reflect the identity of the organization. Although our name and logo has changed, you can continue to count on us to deliver the same services and supports that you are used to receiving.

At Canopy Support Services, we empower individuals to overcome barriers and live their best lives. Within a welcoming, safe, accessible environment, those with intellectual and developmental disabilities, Autism Spectrum Disorder, and Fetal Alcohol Spectrum Disorder have access to individualized supports, resources, and specialized clinical services. With a growing team of over 80 dedicated staff, we work with individuals of all ages to support them in different stages of their lives.

While our name has changed, we wanted to keep a nod to the past and maintain a sense of familiarity. This new name captures the diversity, inclusion and connectedness of each of the individual elements of our organization, and will help us provide clarity and consistency in our messaging. Like the ecosystem of a forest canopy, we are always growing and adapting.

As part of the rebranding, we are pleased to announce our new website – [www.canopysupport.ca](http://www.canopysupport.ca). We are also transitioning our email addresses from @tccss.org to @canopysupport.ca effective immediately. Don't worry though, e-mails sent to tccss.org will still make their way to the intended recipient until you have time to update your address book.

The renaming process involved consultations with a wide variety of stakeholders, who helped shed light on how we are perceived internally and externally, so that we could craft a name and brand language that best represents where our organization is today and for the future. A steering committee of staff members from across the entire organization as well as Board representation supported the process each step of the way.

On behalf of our Board of Directors, I would like to thank each and every individual who provided valuable insight and contributed open and honest feedback along the way. Our staff are in the process of updating all of our documentation and materials with our new name and branding, and we appreciate your patience through the transition.

We plan to share more about our organization, programs and staff on our new Canopy Support Services Facebook page launching today as well, and we look forward to seeing you there!

Sincerely,

*Katlyn Guthrie*

Katlyn Guthrie, Chief Executive Officer

Empowering Individuals.  
Enhancing Support.

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