



Canopy

Support Services

April 19, 2021

To Our Community:

A year ago, in March 2020, the World Health Organization declared COVID-19 a global pandemic, marking the start of one of the grimmest chapters in modern health history. The provincial government declared the first State of Emergency on March 17, 2020, in a response to protect the safety of Ontarians from COVID-19 and since that time, we have experienced our world being turned upside down.

Currently, as we all know, we are in the third State of Emergency with a Stay-at-Home order and as of today, all schools are moving to virtual learning. The well-being of our Supported People is our primary purpose as an organization and that is the driving force behind everything we are doing in response to the pandemic. Canopy Support Services is considered an essential service provider and has been embracing various strategies so we can continue to provide services in the various communities we serve.

- Currently, Canopy continues to provide services virtually and/or in-person based on the need of the people supported or program delivery pathways.
- Canopy offices are closed to the public at this time; however, we continue to provide in-person services to people supported, caregivers, and/or their family based on scheduled appointments.
- Canopy is continuing to offer in-person clinical service delivery to children and youth who are registered with our Autism Clinic, as well as home-based Autism services. To accommodate unique needs during these unprecedented times, you may experience services on a modified schedule, but this is more of a customized approach.

Canopy Support Services is committed to continuing to explore innovative ways to deliver and enhance access for our clinical and specialized services within our communities. We respect, recognize and value your continuous trust in us and we will continue to deliver these services effectively, efficiently and empathetically, when you need them the most.

Himanshu Shah
Interim Chief Executive Officer