

**Ministry of Children,  
Community and Social  
Services**

Minister's Office

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**Ministère des Services à  
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127-2020-5750

May 13, 2020

Ms. Alison Ouellette  
Ms. Susann Palmiere  
Co-chairs,  
Special Services at Home – Passport Provincial Coalition  
ssahpc@gmail.com

Dear Ms. Ouellette and Ms. Palmiere:

Thank you for your letters regarding services and supports for families taking care of their children at home during the COVID-19 pandemic. I appreciate hearing your concerns and I am pleased to respond.

Our government remains committed to ensuring families have the services and supports they need. We appreciate that this has been a challenging time for families who are caring for their family member and children at home.

As you know, on April 23, 2020 our government announced a number of temporary changes to the [Special Services at Home](#) and [Passport](#) programs. These temporary changes were introduced in recognition of the challenges recipients and families are facing while community-based activities and settings are closed.

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The temporary changes to the SSAH and Passport include:

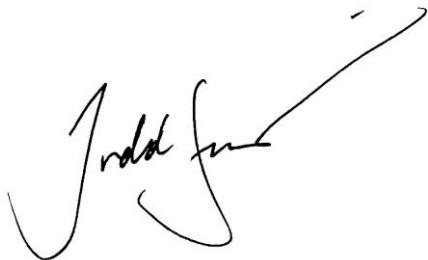
- expansion of admissible expenditures;
- easing of program administrative requirements, such as certain signature requirements and waiving the deadline to file 2019-20 claims; and
- pre-flowing of funding to program recipients to provide individuals and families with immediate financial assistance to purchase services and supports without having to wait to be reimbursed for their eligible claims.

The temporary changes will remain in effect until further notice from the Ministry of Children, Community and Social Services. Recipients will be given as much advance notice as possible to prepare for the return of regular business. Subsequent to these temporary changes, the ministry has begun the process of issuing SSAH renewal packages. For further information, I encourage recipients to reach out to their local Passport Agency or their local ministry Regional Office.

As the situation in Ontario evolves, our government will continue to review our programs and services to see where we can provide additional assistance.

Again, thank you for writing.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Smith". The signature is fluid and cursive, with a long, sweeping line extending from the left side.

Todd Smith  
Minister

c: Jill Dunlop, Associate Minister, Children and Women's Issues  
Janet Menard, Deputy Minister, Ministry of Children, Community and Social Services  
Rupert Gordon, Assistant Deputy Minister, Community Services Division,  
MCCSS  
Jennifer Morris, Assistant Deputy Minister, Children with Special Needs  
Division, MCCSS