



MEDIA RELEASE

The District of Thunder Bay Social Services Board Responds to the COVID-19 Pandemic

March 17, 2020 – Please be advised that due to the seriousness of the COVID-19 Pandemic, The District of Thunder Bay Social Services Administration Board (TBDSSAB) is taking the following measures to ensure the health and safety of both our staff and the people we serve.

Essential core services will continue. These include:

- Issuing social assistance payments – payments will not be disrupted but recipients are encouraged to set up direct bank deposit if they haven't already done so. Please call the TBDSSAB office if you require assistance.
- New applications for all programs will be accepted but strongly encouraged to be over the phone.
- All inquiries and applications are requested to be made by phone.
- Payments will be accepted, but, if possible, should be made electronically or by mail.
- Community housing properties will continue to be maintained, and health and safety issues will be addressed.

Services that will not be available until further notice include:

- Licensed child care centres and EarlyON Child and Family Centres have been temporarily closed.
- All in-person workshops and training are postponed.
- Non-essential face-to-face appointments and meetings will not be held.
- All recruitment/hiring activities are on hold.

“We are working to ensure the safety of the people we serve, our staff and our communities while maintaining essential services during this serious pandemic,” says TBDSSAB CAO Bill Bradica. “We are asking our communities to help us limit exposure to COVID-19 for vulnerable people.”

Anyone requiring TBDSSAB services is asked to call 807-766-2111 or toll free at 1-877-281-2958. **In-person visits are discouraged except for emergency situations.** As the situation evolves, further updates will be posted regularly on TBDSSAB's website at www.tbdssab.ca and on our social media channels.

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