



Family Support Options

Working in partnership with families

WINTER 2022



Canadian Mental
Health Association
Waterloo Wellington

Association canadienne
pour la santé mentale
Waterloo Wellington

Coordinator Contact Info:

Call 1-844-264-2993

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Hello SSAH Families!

We hope that everyone is doing well and staying safe over the winter season!

We are continuing to work on re-organizing our web page on the CMHA WW website. We hope this becomes a more user-friendly guide to our program, and how it's administered through CMHA WW. Our web page also includes links to important documents like our CMHA invoice. Please visit <https://cmhaww.ca/programs-services/childrens-services/family-support-options/>. Suggestions or feedback is always welcome – please forward your thoughts on to your Coordinator!

Sincerely,

Colleen, Julie & Lisa ~ FSO Coordinators



Supporting Kids in Camp (SKIC) - We support children with physical and/or developmental needs at day camps.

Summer 2022 - Registration opens April 1, 2022, at 12:00 pm. Visit us at www.cmhaww.ca/skic

Families can sign up to join the email distribution list.

Update - respiteservices.com

The database was recently updated. If you previously had an account and it has been made inactive, please reach out to Jenn Hughes-Djaja at 1-844-264-2993 extension 7013 to activate your account again if you need support.

END OF FISCAL YEAR IS COMING!!!

Our end of year is on **March 31st, 2022**. **Families can submit their last SSAH invoices for this fiscal year up until April 7th, 2022.** All applicable receipts submitted must be dated on or before March 31, 2022 to be eligible for reimbursement for this fiscal year. We ask that you continue to submit your invoices on a regular basis. This will provide a consistent pattern of use that is reflected in the monthly updates CMHA WW provides to the Ministry. CMHA cannot process any invoices for this fiscal year that are submitted after April 7th, so please submit as soon as you can!



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We need your help! Please read the following gentle reminders about invoices...we really appreciate your help, as this makes processing invoices run smoothly and helps us reimburse you more quickly!

- Invoices are due on the 7th and 22nd of each month by 8am. Any incomplete, unsigned or questionable SSAH invoices and receipts will be returned to families for follow up.
- Families are welcome to email invoices to ssahinvoices@cmhaww.ca if you have 5 or less receipts. Alternatively, you can drop off your invoices in person at your local CMHA office (see invoice for drop off locations). Please put your paperwork in an envelope, and address it to FINANCE to ensure it gets to the right place! There are drop boxes located at our office entrances labeled SSAH for your convenience.
- Please attach **copies** of your receipts, not the original, to your completed CMHA invoice. Receipts should include the date of purchase, name of item(s) purchased, confirmation that the item was paid for, and how it was paid (credit card, cash, etc...). Receipts with other expenses not eligible for the program should highlight the items you are expensing.
- The Ministry is still allowing the "Temporary Exceptions", until further notice. You should have received a note regarding what the exceptions are with your last authorization letter. As a reminder, exceptions include sensory items, technology, home-based hobby & recreation supplies, PPE, essential service delivery fees (for groceries & prescription medications ONLY), and behaviour support plans and interventions.
- Some items are **not** SSAH eligible expenses. Items considered "accessories" such as extended warranties for technology items, cases for laptops and tablets, or winter clothing needed for recreational activities (ski jackets, parkas, snow pants, gloves) are **not** eligible expenses. **Please connect with your FSO Coordinator BEFORE going out to purchase any questionable items.**



Has your contact information changed? Please remember to let your Coordinator know! This includes change of address, phone number, or email address.

Planning to move? Let us know!