

Update from Community and Social Services, Calgary Region

Starting in January 2021, Disability Services is changing how protective masks are distributed to families who access supports through the Family Support for Children with Disabilities (FSCD) program and through the Persons with Developmental Disabilities Family Managed Services (PDD-FMS) program. Masks are intended for employees funded through FSCD and PDD-FMS.

Please make note of the important changes below.

Distribution Periods effective January 2021

We have been transitioning to supplying protective masks in 3 month supplies.

- When you request your next order you will be provided a supply to meet your needs through March 31, 2020.
- In 2021 all orders will be filled to provide a 3 month supply to align with order fulfilment in the last week of March, June, September and December.
- Orders will not automatically be refilled/supplied each quarter, you must submit your order to indicate your continued need for protective mask and verify the quantity required.

Pick-Up Location effective January 2021

Starting in January, families will be asked to pick-up protective masks from the Disability Services office in South Calgary.

- The office is located at Heritage Square South, 8500 Macleod Trail SE ([Google Map](#)).
- Orders will no longer be available at the Alberta Job Corps office in Northeast Calgary.
- Pick up will be outdoor contactless; details will be provided when your order is confirmed.

Delivery

Delivery will only be available if pick-up is not an option. Families will be required to verify the need for delivery.

Place an Order

To place an order, please email CSS.DS-Calgary@gov.ab.ca with the following information:

- Contact name, phone number, and email address (same as original order).
- Name(s) of FSCD and/or PDD-FMS individuals support is being provided to.
- Program: FSCD or PDD-FMS.
- The number of masks required for a three-month period. Use the following estimate: four (4) masks per employee per eight (8) hour shift.
- Confirm pick-up or provide reason for delivery.

If you have questions or prefer to provide the information by phone

- please call 403-297-2599 and leave the same details on the voicemail.
- for toll free service dial 310-0000 followed by the area code and phone number.