

## Important messages

- Admissible Passport spending is being temporarily expanded to accommodate your activities, services and supports while staying at home.
- This temporary expansion is in effect from April 1, 2020 and will remain in effect until further notice.

## Questions and answers

### Q. Why are these temporary changes being made?

A. These changes are in response to community-based activities and settings being closed and so that people stay at home as much as possible and practice physical distancing.

### Q. What expenses are temporarily included?

A. Some of the expenses may include:

- sensory items;
- technology products that support e-learning and other activities;
- activities and products that support home-based recreation and fitness activities that are usually accessed through day programs and other community-based programs;
- supplies that support home-based physical activity and fitness;
- personal protective equipment and supplies, when available;
- essential service delivery fees; and
- behavioural support plans and related interventions.

### Q. Do I have to purchase sensory items from a specific provider?

A. You can purchase sensory items from any source that provides receipts which can be submitted to PassportONE. Please retain and submit your receipts when circumstances allow.

**Q. Can I purchase a long term data plan for cell phone or internet services?**

**A. Monthly data or internet costs will be covered while the Temporary Guidelines are in place but when these end, these ongoing costs will not be reimbursed. Cancellation fees and/ or renewal fees will also not be reimbursed. You will be provided with as much notice as possible to help prepare and plan for this.**

**Q. Can I purchase a yearly membership for online subscription services?**

**A. Yes, you can purchase a yearly membership during this time but when the temporary guidelines end, this will not be reimbursed. Cancellation fees and/ or renewal fees will also not be reimbursed. You will be provided with as much notice as possible to help prepare and plan for this.**

**Q. What are some examples of home based fitness or recreation activities?**

**A. Home based fitness includes equipment that can take place within your home or backyard (e.g., yoga mat, basketball net, badminton set, etc.) that promotes active, healthy living.**

**Q. What is not admissible under the Temporary Guidelines?**

**A. Motorized vehicles or tools are not admissible and any pool maintenance or home renovations will not be reimbursed. Gift cards are also not admissible under the guidelines.**

**Q. What 'delivery fees' are covered and which are not?**

**A. It may be challenging to pick up groceries or medication so any fees related to delivery of these are temporarily admissible. The cost for delivery services for food from restaurants are not covered.**

# Temporary changes to administrative requirements

## Important messages

- Temporary changes to the Passport program's signature requirements and submission deadlines on claims have been put in place effective April 1, 2020.

## Questions and answers

Q. How do the temporary changes affect the signature requirements?

A. The signature requirements for invoice and claim forms are being temporarily waived until further notice. This includes support worker signatures.

Q. My support worker cannot sign my invoice. Can I submit my invoice without a support worker signature?

A. Yes, the program will temporarily accept invoices that do not include a support worker signature. However, you must still submit the name and contact information of the support worker on the claim.

Q. I am continuing to work with my support worker, not in person but through technology. Can I claim this as an admissible expense?

A. Yes. If you continue to receive support from a worker virtually via telephone and/or video conferencing to support skill development or recreation, this is admissible.

Q. Will I still get reimbursed if I submit my 2019/20 claims after the deadline?

A. Yes. The program's year-end claim submission deadline has been waived. You can submit your 2019/20 claims at any time and will be reimbursed for admissible claims from your 2019/20 funding.

# Funding of up to \$1,000 for 2019/20 spending

## Important messages

- The advance of Passport funding does not affect ODSP payments.
- If you are eligible, this payment will be separate from any other Passport claims or advances.

## Questions and answers

Q. I received a cheque/automatic deposit but did not submit a claim. What is this payment for?

A. It is possible that you are experiencing delays in reimbursements. If you have unspent funds available in your 2019/20 funding approval, you will receive an automatic payment of up to \$1,000 of your remaining budget to help ease any financial challenges during this time. This payment is only for admissible expenses from April 1, 2019 through to March 31, 2020.

Q. As a recipient of this funding, am I still expected to submit claims for this amount?

A. You should keep your invoices for future reference and submit your invoices when possible.

Q. I have more than \$1000 in outstanding claims for Passport, can I get an additional advance of my 2019/20 funding?

A. If you have more than \$1,000 in outstanding claims for the 2019/20 fiscal year and would like to request an additional advance of your 2019/20 funding due to financial hardship, please contact your Passport agency to request an additional advance. You will be required to keep your invoices and receipts to reconcile with the additional advance of 2019/20 funding.

Q. I have \$1,000 left over from 2019/20, why did I not receive an advance payment?

A. The advance payment was made to all individuals who self-administer all or a portion of their funding and who have submitted a claim in 2019/20. If you have not received a payment and if you self-administer your funding, please contact your local Passport agency to discuss your situation.

Q. Can I use funding from 2019/20 for 2020/21 expenses?

A. A. No. 2019/20 funding can only be used to cover expenses from April 1, 2019 to March 31, 2020.

## 2020/21 funding allocations

### Important messages

- To support individuals and families while staying at home and practicing physical distancing, the Ministry will be flowing funding to program recipients in advance for April to June of 2020.
- Passport continues to be a reimbursement program, so please continue to submit your expenses and receipts as your circumstances allow.
- The advance of Passport funding does not affect your ODSP payments.
- If you are eligible, this payment will be separate from any other Passport claims or advances.

## Questions and answers

**Q. Why is the advance payment of April to June being made available?**

**A. Funding is being advanced to provide individuals and families with immediate financial assistance without waiting to be reimbursed for their eligible claims, individuals in the programs will receive an advance payment equal to one quarter of their annual, self-administered funding amount for the period of April to June 2020.**

**Q. I did not receive my first quarter advance payment for the 2020/21 year. What do I do?**

**A. If you self-administer all or a portion of your funding and have submitted a claim in 2019/20, you will receive a payment from the 2020/21 fiscal year. If you are eligible to receive 2020/21 program funding and self-administer your funding but have not submitted a claim for 2019/20 or if you have your funding administered by an agency, please contact your local Passport agency to inquire about your particular circumstances.**

**Q. I just got an advance payment of my program funding, is this extra money?**

**A. No, this is an advance payment of a portion of your approved program funding to help ease any financial challenges you may be currently experiencing.**

**Q. As a recipient of this funding, am I still expected to submit claims for this amount?**

**A. Yes, you should keep your invoices for future reference and submit your invoices when possible. If you can submit your invoices regularly, as you did before, please continue to do so.**

**Q. I have spent more than the advance amount and want to access my remaining funding to cover these costs, what do I need to do?**

**A. In order to access more funds than the amount advanced, you must submit receipts and expenses for admissible expenditures to PassportONE, totaling the amount advanced. Once that occurs, you can submit your admissible expenses as per the usual process and will be reimbursed. A reminder that you are still working within the same overall funding amount, it is important to balance your current needs with anticipated costs later in the year.**

## **Other Passport questions**

**Q. Do I have to continue to pay an agency to hold my day program space during this time even though I am not receiving service?**

**A. You have the choice and flexibility to use your annual funding within the parameters of the program(s) in ways that meet your needs, but extra funding will not be made available to address any shortfall later in the year should you choose to pay your provider.**

**Q. Which specialized services and supports are temporarily admissible and do not need prior approval?**

**A. The supports you can use your Passport funding to pay for, to help support a family member more safely at home, include development of a behavioural support plan from a specialized service provider. Interventions and strategies (i.e., to help reduce or manage challenging behaviours) that are recommended in the support plan will be admissible without approval.**

**Q. I am a new Passport recipient but have not been able to sign my Passport service agreement because my Passport agency is closed. What do I do?**

**A. Please connect with your local Passport agency to discuss possible options.**

**Q. I am in a crisis situation as my circumstances have changed and require more Passport funding/supports? What do I do?**

**A. If your circumstances have changed, please contact your local Developmental Services Ontario (DSO) office. The DSO office is best positioned to determine what the appropriate next steps are.**

**Q. What happens if I use all my Passport funding during this time? Will I get more funding later?**

**A. You have the choice and flexibility, within the program guidelines, regarding how you use your annual funding amount. You will need to stay within your total annual funding amount for the 2020/21 fiscal year as additional Passport funding will not be made available.**

## **Need more information?**

To find out more about temporary changes to Passport funding, contact your local Passport agency, or visit [www.dsontario.ca/passport-program](http://www.dsontario.ca/passport-program) for latest updates.

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