

It's My Life Kamloops Society

TECHNOLOGY PLAN

2018

Updated April 13, 2018
Prepared August 10, 2017
By: Candace Nelson

INTRODUCTION

It's My Life Kamloops Society (IMLKS) is an organization that supports individuals with developmental disabilities and their families through Supported Living arrangements. IMLKS provides opportunities for people to participate in and contribute to their community.

IMLKS is developing this Technology Plan to document the status of the organization's use of technology and future goals for improving technology for administration as well as better support for individuals served. The plan will guide the effective and efficient deployment of hardware, software, and security to support the users, service delivery objectives, and business systems of the organization.

The Technology Plan may include but is not limited to IMLKS's practices and safeguards for:

- Support and training related to information and technology
- Backup of data
- Disaster recovery plans
- Anti-virus software
- Firewalls
- Confidentiality of data
- Assistive technology development
- Security against threats such as viruses, Trojans, phishing, spam, spoofing and other trends in security threats

PRINCIPLES

The principles of the Technology Plan are:

- That the goal of any use of technology is to improve the quality of service overall, both in terms of effectiveness and efficiency of the organization.
- Technology planning is sensitive to the needs and wishes of staff, individuals and families.
- IMLKS will build internal strengths with Technology to be as cost effective as possible; and access external experts and partners when appropriate and cost effective.

PURPOSE OF TECHNOLOGY PLANNING

As communication is so fundamental to the overall functionality of our services, technology is viewed as a fundamental asset in assisting with communication. Planning ensures that we use technology as a tool to fulfill our mission and vision and not to lose sight of our

overall goals. Technology planning enables all parts of the organization to have a clear picture of where we are headed with regards to technology. Since funds are limited, planning ensures we give the greatest importance to the most critical issues. All aspects of the total costs are considered prior to proceeding with purchases, including but not limited to hardware, software, staff training and back-ups.

TECHNOLOGY VISION

IMLKS will effectively use technology throughout all of our provided support arrangements and at the administration office to increase our efficiency.

ASSESSMENT OF CURRENT ROLE OF TECHNOLOGY

IMLKS Administration and Management staff use Windows 10 Professional or OSX 10.9.5 as the operating system and Office Professional Plus (2016) including Word, Publisher, Power Point, and Excel. All have access to the internet via high speed wireless connection and network printer with scanning, photocopying and fax capacity as well as individual printers, laptops and phone system with confidential voice mail. The Service Coordinator and the Executive Director are available by cell phone at any time.

All employees have access to ShareVision where policies, procedures, in-house forms, meeting minutes and information pertaining to the persons served are stored. ShareVision allows for easy password protected web-based access from anywhere and allows us to ensure information provided is the most current information regarding the support for individuals.

Attached is a document from ShareVision showing the Network Infrastructure explaining the Disaster Recovery Plan, Server Information, Security, Availability, and Access to Data, Backups and Confidentiality.

The Financial Department uses software packages SAGE 50 Simply Accounting, Beanstream, Excel, and cable internet service to complete all of its administrative functions.

All supported living arrangements have landlines at the residences, and most employees carry personal cell phones while at work. There are approx. 3 staff who do not have personal cell phones, they are aware if they were ever out and needed to use the phone in an emergency that they would approach a business or ask someone if they were able to call for them.

All Service Coordinators and the Executive Director carry a personal work cell phone 24/7. Each cell is answered 'after hours' for emergencies.

HARWARE AND SOFTWARE (ANTI VIRUS AND FIREWALL)

IMLKS uses the Antivirus called Symantec Endpoint Protection Small Business Edition which protects all connected and stand-alone computers and it is updated daily. All computers have a Windows program Firewall and Alpha Shield Hardware Firewall.

CURRENT POLICIES, PROCEDURES AND TECHNOLOGY STANDARDS

IMLKS recognizes the value and confidentiality of its electronic data. All IMLKS computers are protected with updated virus protection software. IMLKS has purchased Laptops for the homes of all individuals served in Supported Living Arrangements. This ensures all staff has quick and easy access to input logs and that all staff have access to current up to date information. All software will be updated as required.

IMLKS Risk Management Policies are in place, including Internet Use, Social Media and Technology Backup.

IMLKS also has developed and put in place needed policies regarding data management and sharing as well as record keeping. These are the Computer Management Policy, Data Security Policy, Records Management Policy, Documentation and Record Keeping Policy, Information Technology Plan Policy, Internet Usage Policy.

The Executive Director or designate backs-up all information. Back up is done weekly on a removable hard drive which is taken off the premises by the Executive Director or designate. Service Coordinators are instructed to back up their computers on a flash drive or external hard drive and to store it separate from their computers. The consistent use of ShareVision will assist in ensuring that information will be stored off site on the ShareVision Server, and that if a staff member was using a public network, the information downloaded to their device is fully secure and all information on the server is backed up remotely, which will eventually provide all IMLKS data to be accessible from one source.

IMLKS uses ADP EZLabour, SAGE 50 Simply Accounting and Beanstream as the current software and programs the financial department are running. These programs assist us in tracking employee's hours and sending in reports that are now required due to the changes and stricter reporting guidelines from our funder Community Living British Columbia (CLBC). IMLKS feels that EZLabour has helped us to meet our Organization's and funders need.

TECHNOLOGY COMPETENCIES

- The technology skills of staff are varied
- There is no formal assessment of skills, ability and knowledge in relationship to technology
- Training has been provided in-house by knowledgeable administration staff

TECHNOLOGY PLAN DEVELOPMENTS & RECOMMENDATIONS

PROJECT #1

IMLKS will begin to utilize ShareVision's Asset Management to track new equipment/larger purchases. This allows us somewhere to store information regarding larger purchases that have warranty information as well as those items that are not considered day to day purchases.

Completion Date: May 2018

By: Executive Director and Service Coordinator

PROJECT #2

The Executive Director and the Service Coordinator have been working on getting our new ShareVision server up and running for IMLKS. We had been networking and utilizing another agency's server for our access to sharevision. During 2017 and 2018 we have slowly been making the transition to utilizing a Server through the Interior BC Community Services Cooperative (IBCCSC). IBCCSC uses the newer version of Sharevision Software. Our Organizational goal is to continue to learn about the different functions and features and utilize Sharevision to track and store all of the information regarding person served and their support requirements as well as all of our agency policies, procedures, documents and asset management.

Ongoing Training, Education and Support

- Administration and management staff are receiving training on ShareVision; they are then training others in its use.

Completed During: Monthly Team Meetings, Webinars with Sharevision, Webinar Dates were September 29, 2016, October 4th, 2016 and October 17, 2016

- Staff will be encouraged to improve their computer skills through training which may include in-services, on-line courses or tutorials.
- *Addressed at : Monthly Team Meetings*

Completion Date: June 2018

By: Executive Director and Service Coordinator

PROJECT #3

IMLKS was examining the possibility of creating a website for the public to learn more about our organization, the services we offer and our philosophies. The website home page would also provide a link to file complaints or suggestions and provide the agency's contact information to the public.

IMLKS has now purchased a domain name www.IMLKS.ca and has met with an IT Technician and has started to plan and develop what the vision and layout will look like for the website. Our IT Technician plans to have this formatted with WordPress software as this will allow IMLKS the option of updating the content ourselves as well.

IMLKS will utilize the website as a method to share our Outcomes report with our person(s) served, stakeholders, and families. IMLKS is also looking at the idea of doing an annual newsletter and this would also be available on the Website as well as sent to families and stakeholders.

Completion Date: December 2018

By: Executive Director and HR Coordinator and IT Technician

PROJECT # 4

Sharevision has being updated to include links to any of our external resources IE: Conversations That Matter, WCB Compensation Act, CLBC, CARF.org, Employment Standards, Human Rights Tribunal, BC Health Guide, the Disability Alliance BC, SRV Links as well as the Government of Canada Accessibility Resources Center.

IMLKS has also included relevant Slideshows from Interior Health on Universal Standards and Precautions, resources from CPI, workplace bullying and harassment videos and

Health related documents on each of the individual's pages as well. IMLKS will continue to update this with other resources and training tools as the year continues.

Completion Date: December 2018

PROJECT #5

IMLKS was weighing the pros and cons for having all employees have a work email account. Currently just the Service Coordinators have company emails which are @itsmylife.ca email addresses. Although, we feel this would help lessen confidentiality issues, we worry about the overall ability to effectively communicate with staff. In the past we have run into issues with personnel having multiple emails accounts which are not checked on a regular and ongoing basis.

Update: Currently IMLKS has decided that at this time we are going to proceed using the personnel's personal email addresses. This decision was made because at this time we find that the amount of email correspondence is minimal as most employees find that phone calls or text messages seem to be the better form of communication. Also IMLKS is utilizing the Sharevision announcement as a secure way to distribute messages or reminders to the employees that are specific to the individuals that they support. IMLKS will table this for now, although it is something that may be considered in the future if the need arises.

Decision Completion Date: April 2018

By: Executive Director and Service Coordinators

PROJECT #6

IMLKS recognizes the value of having the Individuals plans in a format that they can easily understand and share with others. IMLKS has started creating Lifebook's for every supported Individual and is committed to ensuring that all Individuals have their plans available in an audio format by the end of 2018. IMLKS has created a Person Centered Handbook in plain language that is available in an Audio Format as a Powerpoint Presentation and this has been listened too by all of the person(s) IMLKS currently provides services for. Having the Person Centered Handbook available in an audio format will allow potential person(s) served the opportunity to learn about our services in a format that works best for them. [

Completion Date: December 2018

By: Live In Support Workers, Service Coordinators