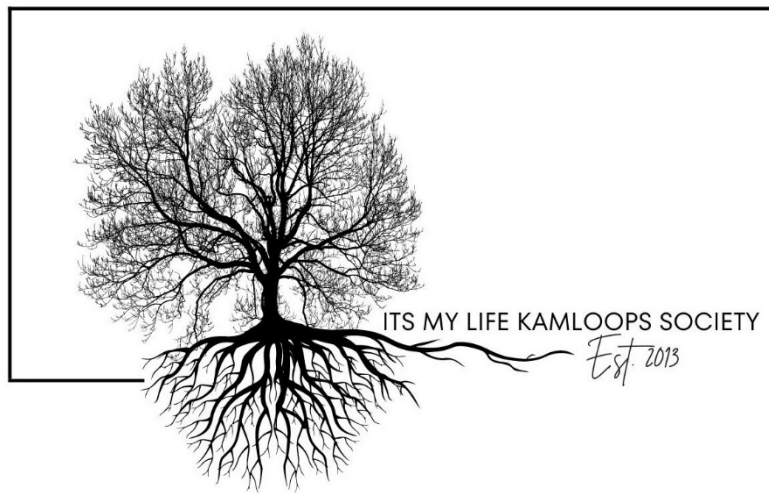


It's My Life Kamloops Society (IMLKS)



Technology Plan 2022

Updated March 2024
Reviewed March 2022
Updated March 2021
Updated October 2020
Revised April 2019
Revised April 2018
Prepared August 10th 2017

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 organizations use of technology, future goals for improving technology for administration, as well as better support for individuals served. This 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
- Virtual training

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 an underlying asset in assisting with communication. Planning ensures that we use technology as a tool to fulfill our mission and vision and to not lose sight of our overall goals. Technology planning enables all parts of the organization to have a clear picture of the direction in which we are headed. 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. IMLKS has recently switched over to using the copier provided by Innovative as a way to reduce printing costs from .20c a page to .02c a page.

TECHNOLOGY VISION

IMLKS will effectively use technology throughout all of our provided support arrangements, and at the administration office to increase our efficiency. IMLKS completed our website www.IMLKS.ca in December of 2018. Our website allows the public to learn more about our organization, the services we offer, and our philosophies. The website homepage provides a link to file complaints or suggestions, while also providing the organizations contact information to the public.

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 and laptops. Additionally, we have a phone system with confidential voicemail, as well as hands free capabilities and a paging system for sending calls throughout the office. The Service Coordinators and the Executive Director are available by cellphone at any time during business hours. In 2019, IMLKS put an after-hours emergency contact person in place that rotates every 2 weeks between the management team, including the Executive Director.

All employees have access to ShareVision, where policies, procedures, in-house forms, meeting minutes, asset management tracking, 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. IMLKS has its own ShareVision server and as an

agency we are using this as our documentation tool. IMLKS is looking into the possibility of switching over to a tool called My Compass, but this has been put on hold until after the Coronavirus Pandemic.

The financial department uses the software packages Sage 50 Simply Accounting, 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 cellphones while at work. There are approximately 1 staff who do not have a personal cellphone, and they are aware that 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 help. For staff that do not have a personal cellphone or wish to not use theirs, IMLKS has cellphones they can provide them for emergency use for all day/out of town trips.

HARDWARE AND SOFTWARE (ANTI-VIRUS AND FIREWALL)

IMLKS uses the Anti-virus called Symantec Endpoint Protection Small Business Edition, which protects all connected and standalone 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 have quick and easy access to input logs, and that all staff have access to current and up to date information. All software is updated as required.

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

IMLKS has also developed and implemented 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, and 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. If a staff member were to use 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 switched over to Pay@works in March of 2020 for all payroll functions, and Sage 50 Simply Accounting as the software the financial department are running. These programs assist us in tracking employee hours and sending in reports that are required due to the changes and stricter reporting guidelines from our funder, Community Living British Columbia (CLBC).

IMLKS also provides the Employee Family Assistance Program (EFAP) and Conversations That Matters (CTM) program to all employees who have completed their qualifying probation period. The EFAP offers a wide range of services for staff to access via the internet, phone, the EFAP app MY MIGO, or in person if determined to be the best method of access to the resources offered. Conversations That Matters (CTM) is an online values-based training system that is offered to all staff as a way to have access to continual training insight and tools to use while providing support, and staying up to date with information provided by leaders in the human services field.

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, and the Kamloops Library also offers free computer courses to provide basic knowledge

TECHNOLOGY PLAN DEVELOPMENTS & RECOMMENDATIONS

PROJECT #1

IMLKS will continue to utilize ShareVisions Asset Management to track new equipment & larger purchases. This was started in 2018 as a way to keep track of persons served 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: Ongoing
By: Executive Director, Service Coordinators,
and Live in Support Staff*

PROJECT #2

The Executive Director and the Service Coordinators have been looking into the functions of My Compass to see if this may be an effective tool to use for our agency documentation purposes. Our organizational goal is to continue to learn about the different functions and features offered through My Compass, while ensuring we continue to utilize our current ShareVision system. We will continue to track and store all of the information regarding persons served and their support requirements, as well as all of our agency policies, procedures, documents, and asset management. Surveys will go out in the Fall of 2022 to persons served, their families, and employees, to gather input about switching from ShareVision to My Compass, or adding My Compass in addition to ShareVision. A training session that shows the workings of My Compass will be offered in the Winter of 2023.

Ongoing Training, Education, and Support

- Management attended a conference call for My Compass and the functions it offers, as well as having discussions around the compatibility of My Compass with IMLKS.
- Administration and management continue to receive training on ShareVision; they are then training others in its use.

Completed During: Monthly Team Meetings

- Staff will be encouraged to improve their computer skills through training, which may include services offered for free at the local library, online courses, and tutorials.

Addressed at: Monthly Team Meetings

*Decision Completion Date: Dec 2023
By: Executive Director and Service Coordinators*

PROJECT #3

IMLKS completed our website, www.IMLKS.ca, through GoDaddy domain in 2018. Our goal for the coming year is to keep our website up to date with announcements, upcoming events, and documents that we want to share with the public and our stakeholders.

IMLKS will utilize the website as a method to share our Outcomes Report with our persons served, their families, and stakeholders. IMLKS is also looking at the idea of doing an annual newsletter, which would also be available on the website in addition to being sent to families and stakeholders.

*Completion Date: May 2022 and ongoing
By: Executive Director, Service Coordinators,
and Summer Students*

PROJECT #4

IMLKS recognizes the value of having our persons served plans in a format they can easily understand and share with others. IMLKS has started creating Lifebooks for every supported individual, and is committed to ensuring that all individuals have their plans available in an audio format by the Fall of 2021. 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 to by all of the person(s) IMLKS currently provides services for. Having the Person-Centered Handbook available in an audio format and in the form of pictures and plain language will allow potential person(s) served the opportunity to learn about our services in a format that works best for them. IMLKS has the Persons Served Handbook on the website; we are currently working on having it play on the website as well, and we will have it worked out and uploaded by May 2021.

*Completion Date: May 2022 and ongoing
By: Live in Support Workers, Service Coordinators,
and Human Resources Manager*

PROJECT #5

IMLKS feels that Pay@works has helped us to meet our organizations and funders needs, but still feels that this is an area of opportunity for growth. It has given us some problems over the last few years with developing processes that make it more efficient when completing reports required by funders.

Completion Date: May 2023

Completed: March 2023

*By: Executive Director, Bookkeeper, Service Coordinators,
and Human Resources Manager*

PROJECT #6

During the few years of the Coronavirus pandemic, IMLKS experienced challenges in providing professional development opportunities for management and our employees. We have been able to offer virtual training through ShareVision. We are working in partnership with other agencies to develop online training opportunities for all of our employees, and to support one another with the costs related to in-person training opportunities

Completion Date: May 2023 and ongoing

*By: Executive Director, Service Coordinators,
and Human Resources Manager*