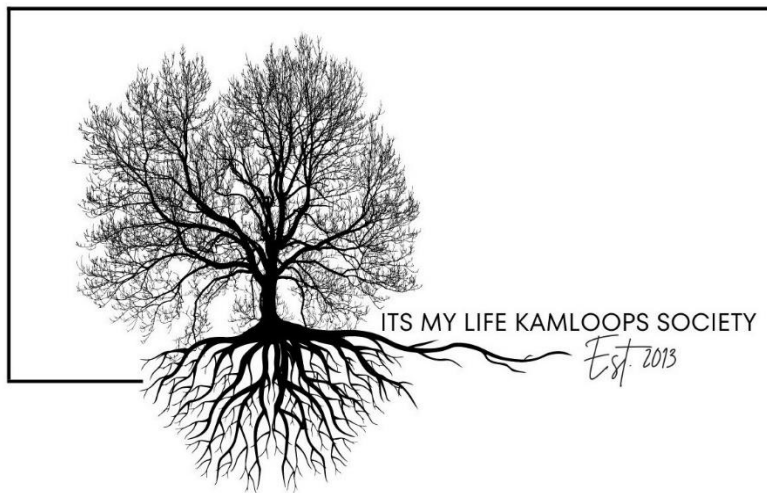


It's My Life Kamloops Society (IMLKS)



Technology Plan 2024

Updated March 2024
Updated February 2024
Updated March 2023
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 11 Home or OSX 10.9.5 as the operating system and Microsoft Office 2019 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 developing their Sharevision portal to include the following functions:

- Confidential record keeping of unannounced visits to Persons Served homes only accessible to Management and Service Coordinators;
- Documentation of Medication Errors where front-line staff have access to information regarding the medication error and how it was rectified but the employees name and Supervisors notes are only visible to Service Coordinators and Management;
- Use of Read Receipts to document when staff have viewed announcements and new information;
- A training portal where new hires can read all required documents prior to orientation, and Read Receipts will verify completion of required training prior to orientation day. Additionally, a page for employees to complete their annual competency-based training and information review.
- The HR Manager has remote access of all frontline laptops to monitor use and provide technical support remotely when needed.
- Using remote access to work from home when administrative staff are sick or need access to documents stored on their work laptops.

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 Norton Small Business Edition Anti-virus Protection, which protects all connected and standalone computers and it is updated daily. All computers have a Windows program Firewall and Alpha Shield Hardware Firewall.

PHOTOCOPIER

IMLKS had a new copier installed by Innov8 in January of 2024 to reduce printing costs from .20c a page to .02c a page.

LAPTOPS

Each administrative/management/supervisory employee uses a laptop provided to them by the Agency. A laptop is provided to each home for front-line staff to use as well. All of these computers are set up with an administrative account that only the Executive Director and Human Resources Manager have access to. Users access the computer via a local account that does not have the capacity to make significant changes to the device; this ensures that the Agency will have access to all laptops should an employee change the pin on the local account. The administrative account also permits the Agency to monitor use of the devices and gain access virtually using TeamViewer. The administrative account is set up using the HR Managers Microsoft account, allowing the Agency to monitor the physical location of each device and lock out a user remotely if the device is stolen.

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.

All administrative/supervisory/management employees are responsible for backing up all information. This is done weekly on a removable hard drive which is taken off the premises by each employee who is responsible for ensuring the confidentiality of the data stored on the hard drive. 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) to all employees who have completed their qualifying probation period. The EFAP service offers a wide range of services for staff to access via the internet, phone, via the EFAP app, or in person if determined to be the best method of access to the resources offered.

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 – TRACKING ASSETS WITH SHAREVISION

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 – DEVELOP STREAMLINED ONBOARDING AND TRAINING SYSTEMS THAT CAN BE COMPLETED REMOTELY

The Human Resources Manager is developing a training system where all training materials are saved in a template that is emailed to new hires. There will be a training system for new hires where all orientation materials are presented in order of the orientation checklist to allow a large portion of the documents to be read prior to orientation day. This was motivated by employee feedback who indicated orientation day was overwhelming, and the amount of information presented made it difficult to retain information. This will allow new hires to read at their own pace and break it up according to their individual learning capacities. Employees will complete onboarding forms electronically and submit quizzes electronically to assess their understanding of the materials before their "In-Office" Orientation.

Similarly, another training system will be created to present annual competency-based training and review of documents and policies to existing staff. Employees will sign electronically to confirm that they have completed the required review of documents.

*Completion Date: Estimated April 2024
By: Human Resources Manager*

PROJECT #3 – MAINTAIN OUR WEBSITE TO PROMOTE EASY ACCESS TO AGENCY INFORMATION

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: HR Manager and Administrative assistant*

PROJECT #4 – USING TECHNOLOGY TO DEVELOP ACCESSIBLE PLANS AND LIFE BOOKS FOR PERSONS SERVED

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 2024, this was to be completed by 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 – UTILIZE SHAREVISION TO FACILITATE AGENCY-WIDE COMMUNICATONS AND DOCUMENT SHARING

IMLKS provides services at various locations and performs most administrative functions from the office, making it difficult to distribute documents and information to team members in a timely and efficient manner. Furthermore, frontline and administrative staff may need to access documents from various locations, particularly when administrative staff work from home. Thus, IMLKS wants to further develop the use of Sharevision to streamline announcements and sharing of documents and information across the Agency.

“Read Receipts” will allow management to monitor which staff have seen announcements and which staff need to be reminded to check the announcements page. This comes as a great benefit as previously employees claimed to not have received Agency-wide memos that were posted to Sharevision. Furthermore, IMLKS will utilize “Page Permission” to separate administrative documents from documents frontline staff may need access to. This allows documents that are confidential at the management level (ex. Admin Meeting Minutes) to be easily accessible to only administrative staff.

*Completion Date: March 2024
By: Executive Director, Service Coordinators,
and Human Resources Manager*

PROJECT #6- USE SHAREVISION TO TRACK EXPIRATION/DUE DATES AND SEND EMAIL REMINDERS

Employees require many different kinds of certifications in order to be employed by IMLKS (Driver’s Licenses, First Aid, Criminal Record Checks etc.) and it can be difficult to track all

the different expiration dates. Furthermore, it is time consuming to remind staff to submit their documents.

Using Sharevision, IMLKS will develop a page (accessible only to management) that will store and track expiration dates of certifications and due dates of upcoming events (ex. Probationary Reviews). Alerts will be set up so employees and managers will be notified when an event or expiration date is approaching. The email will provide any necessary information and document (Ex. forms to complete).

*Completion Date: March 2024 and ongoing
By: Human Resources Manager*

PROJECT #7 – PROVIDE ACCESSIBLE PROFESSIONAL DEVELOPMENT OPPORTUNITIES

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 and MindTools. 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. IMLKS has been able to provide in person training for MANDT and other in-services related to medical care needs. We are looking into holding a training workshop for persons served, families, and CLBC to attend regarding MOST forms and Representative Agreements.

*Completion Date: May 2023 and ongoing
By: Executive Director, Service Coordinators,
and Human Resources Manager*