

# Community Connections Support Services

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## Technology Plan 2011

### 1. Hardware

#### *Goal:*

All support sites and staff have access to a functioning computer, fax machine, cordless telephone, laser printer, and a backup device that are maintained on a regular basis.

#### *Current Status:*

Currently all support sites and staff have been provided with functioning computers, cordless telephones and laser printers. As yet, we have not completed ensuring that all sites have a secondary back up device or plan. We have implemented the use of Drop Box (an on-line back up service), but given its limited use, feel that training will be necessary to ensure that all personnel are familiar with and consistently using this application. There are also 2 support sites that currently do not have a fax machine on-site.

#### *Recommendations:*

- Request feedback from support sites and staff as to status of hardware and any current needs for replacement or upgrade.
- Complete back up plan for all support sites.
- Provide training to personnel on use of Drop Box.
- Fax machine to V/M and SM

### 2. Software

#### *Goal:*

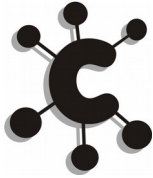
All computers have a functioning word processing, spreadsheet, web browser, e-mail, virus protection, and security software installed and maintained.

#### *Current Status:*

Currently, the identified goal is being achieved for all agency owned computers.

#### *Recommendations:*

- Administration will purchase and install Microsoft Office to ensure compatibility with software used by CLBC to avoid any unnecessary difficulties in information sharing.
- Training will be provided to personnel on the use of Drop Box.
- All agency computers will have Team Viewer installed as a measure to simplify remote access



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and technical support.

### **3. Security**

*Goal:*

All technology is protected from potential threats on an ongoing basis.

*Current Status:*

Currently, all computers have firewall protection. A monitoring schedule has been developed and followed whereby senior staff will ensure that computers have virus protection installed and set up for automatic updates of virus and threat lists.

*Recommendations:*

There are no recommendations in this area for this reporting period.

### **4. Confidentiality**

*Goal:*

All information transmitted via technological devices that are related to persons served remain confidential. All support staff are familiar with Community Connections' policy on Technology Use (tp020) and have signed the Oath of Confidentiality.

*Current Status:*

All files and information related to persons served are kept strictly confidential. All support staff annually review CCSS policy on Technology Use and all employees have signed the Oath of Confidentiality prior to beginning their work supporting those that the agency serves.

*Recommendations:*

- Continue to ensure that confidentiality goals are met.

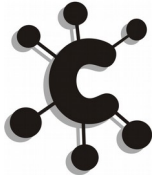
### **5. Backup Policies**

*Goal:*

All information located on a technological device is backed up on a secondary device. All reports and updated personal, medical, contact, emergency information will have copies stored at a secondary site.

*Current Status:*

CCSS currently stores reports, and updated personal, medical, contact and emergency information at the specific support site, the CCSS Kelowna office, and a secondary back up device. The agency



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continues to explore options for secondary device backup at each support site. Currently, some employees are successfully solving backup issues through the use of Drop Box. Others, at the Kelowna office, continue to backup data to a secondary backup device.

### *Recommendations:*

- Develop a backup system for computer data that is user friendly and can be accomplished by several members of each team
  - this system will include a remote backup to include file storage in the Kelowna office as well as the at home office of the Director
  - this system will, for ease of use and low volume of storage, limit backups to files, spreadsheets and word processing documents. Pictures, artwork and audio files will be backed up at the resource level, where appropriate.

## **6. Assistive Technology**

### *Goal:*

All assistive technology is in good repair and maintained on an ongoing basis.

### *Current Status:*

All people supported by the agency who use assistive technology have an assistive technology maintenance plan in place with backup devices. CW would like something new that works better than the current device.

### *Recommendations:*

- generate ideas with CW and support team regarding replacement or upgrade of existing devices.

## **7. Disaster Recovery Preparedness**

### *Goal:*

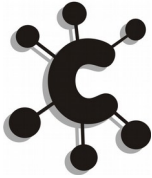
There is a system in place to ensure uninterrupted access to technology.

### *Current Status:*

Currently, CCSS ensures that the Technology Use Policy is on-site and updated at each support site and e-mail accounts have a Web Mail option. As noted previously, the agency continues to explore secondary back up options.

### *Recommendations:*

- Secure secondary back up for all computers.



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### **8. Virus Protection**

*Goal:*

All computers are free of viruses and have current virus protection installed.

*Current Status:*

Currently, the goal in this area is being met.

*Recommendations:*

There are no recommendations in this area for this reporting period.

### **9. Website**

*Goal:*

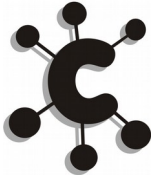
The agency website will be a user-friendly resource providing information to all persons served, stakeholders and employees.

*Current Status:*

The CCSS website has expanded significantly over the last year. Currently, the main site can be found at [www.commconn.ca](http://www.commconn.ca). Here, there is information on the agency, its management support team, CARF accreditation, employment opportunities, policies, reports and an on-line form for feedback from the community. Links are provided on the main site enabling the visitor to navigate their way to our other three sites.

We have developed a site specific to those people supported by the agency and their families at [we.commconn.ca](http://we.commconn.ca). At this site, there is information on the agency, community and recreation links, links to transportation sites, information on advocacy resources, health and safety information, an updated calendar of events offered by our community support team in Kelowna, an on-line form to provide feedback to the agency, and on-going information related to community events, training opportunities, and personal planning.

A site with forum has also been developed for Home Share Providers and those they support. This site can be found at [homeshare.commconn.ca](http://homeshare.commconn.ca). Here, the visitor can access information on the agency, forms specific to Home Share Provision, a resource page with links addressing advocacy, health and safety issues, caregiver information, networking, behavioral support, and individualized planning. The site also offers an on-line form to provide feedback as well as a forum feed for Home Share Providers to network, exchange ideas, and support one another. The agency addresses Respite Provision on this



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site and posts current and upcoming events and information that may be relevant to the Home Share Provider such as news from CLBC, workshop and training information, and any other information that may be relevant to assist the Home Share Provider in their support of the people in their care.

The fourth site developed by the agency is specific to our employees and can be found at [team.commconn.ca](http://team.commconn.ca). This is a password protected site that enables employees of the agency to access agency policy and reports. Here, the team member also has access to agency information, job descriptions, agency forms / report templates for all service areas, links to other support sites, an on-line feedback form, and current information regarding training events, changes in CCSS policy and procedures, and links to sites that may be relevant to the support of those that we serve.

All four sites make available the agency's Mission Statement, Philosophy, the Annual Satisfaction Survey Report, CCSS Code of Ethics and policy on complaint resolution and request for information.

### *Recommendations:*

- expand 'person served' site to include children's services
- post powerpoint presentations on support application processes on all sites
- include profiles of some of the people supported by the agency
- expand 'home share' site to include information for the person served
- include information and resources for 'Aging in Place'
- include information on making decisions regarding various support options offered by CCSS
- provide training to persons served and employees regarding navigating CCSS websites

Plan Developed: November 2011  
Developed by: Jacqueline Burnham  
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