

# Community Connections Support Services

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## Technology Plan 2012

### 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, laser printers and fax machines. This year we expanded our use of Drop Box (on-line back up service) and provided training to select personnel across the agency. We are currently using this utility with moderate success for back up purposes as well as file sharing. On-going training is required to ensure successful use of this utility.

#### *Recommendations:*

- Recommendations from 2011 have been achieved.
- Continue to request feedback from support sites and staff as to status of hardware and any current needs for replacement or upgrade.
- Continue to provide training in use of Drop Box.

### 2. Software

#### *Goal:*

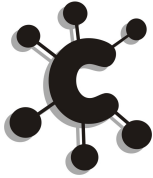
All computers have a functioning word processing, spreadsheet, web browser, e-mail, virus protection, and security software installed and maintained.

#### *Current Status:*

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

#### *Recommendations:*

- Recommendations from 2011 have been achieved.
- Purchase current versions of Corel Draw, Dragon Naturally Speaking, PDF Converter Pro.



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### **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:*

- Continue to ensure that security goals are met.

### **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.

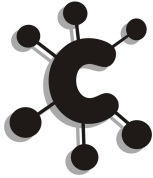
### **5. Backup Policies**

*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 has implemented the use of Drop Box at each support site as the primary option for secondary back up. In addition, we have made forms, report templates, job descriptions, and manuals available to all



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personnel through Drop Box. Most forms are currently being submitted to the CCSS office using Drop Box increasing our capacity to store files electronically.

### *Recommendations:*

- Recommendations from 2011 have been achieved.
- Improve web-based forms.
- Share forms as 'fill-able'.

## **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:*

- CW to have a new cell phone (bluetooth) that can operate with his ECO speech device.

## **7. Disaster Recovery Preparedness**

### *Goal:*

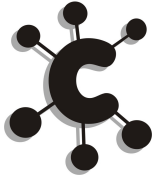
There is a system in place to ensure uninterrupted access to technology.

### *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 has implemented the use of Drop Box as its secondary back up option.

### *Recommendations:*

- Continue to ensure that disaster recovery preparedness goals are met.



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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:*

- Continue to ensure that virus protection goals are met.

### **9. Website**

*Goal:*

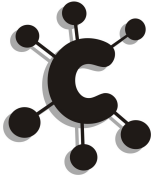
The agency website will be a user-friendly resource providing information to all persons served, stakeholders and employees.

*Current Status:*

The CCSS 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 continue to host 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.

We continue to update our Home Share site and forum for our contracted 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 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



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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 site enables employees of the agency to access agency news and reports. Here, the team member also has access to current information regarding training events and links to sites that may be relevant to the support of those that we serve as well as resources specific to caregivers.

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:*

- Not all recommendations have been met from 2011 and are carried forward here.
- 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'
- enhance user experience – more interactive
- you tube channel or twitter
- make technology 'fit' user population.

Plan Developed: November 2012  
Developed by: Jacqueline Burnham  
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