Technology Plan 2014

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 residential support sites and staff have been provided with functioning computers, cordless telephones, laser printers and fax machines. We continue to use Drop Box with success for back up purposes as well as file sharing. This utility however, has a storage capacity that we are close to exceeding. As a consequence, we have begun to implement the use of a similar utility (Bit Torrent Sync) that will give us a far larger storage capacity.

Recommendations:
- Provide training in use of Bit Torrent Sync.
- Upgrade Home Share Coordinator's printers to include faxing for Critical Incident Reports
- Complete transition from Dropbox to Bit Torrent Sync
- Develop policy regarding use of video surveillance equipment.

2. Software

Goal:
All agency owned 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:
- Provide for training online in: online meetings (skype, teamviewer), website posting, Bit Torrent Sync
- Offer training in use of computer software and applications
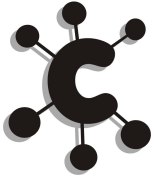
Community Connections Support Services

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3. Security

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

Current Status:
Currently, all agency owned 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:
- No recommendations in this area for 2015

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:
- No recommendations in this area for 2015

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
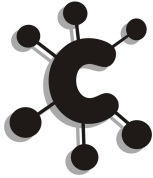
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the specific support site, the CCSS Kelowna office, and a secondary back up device.   The agency continues to use Drop Box at each support site as the primary option for secondary back up.   In addition, we have made forms, report templates, job descriptions, and manuals available to all personnel through Drop Box. Most forms are currently being submitted to the CCSS office using Drop Box increasing our capacity to store files electronically. This also supports our interest in moving toward paperless operations.

Recommendations:
- Improve web-based forms.
- Improve fillable forms.
- Complete transition to Bit Torrent Sync as file sharing / back up utility

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.

Recommendations:
- No recommendations in this area for 2015
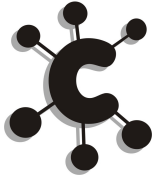
7. Disaster Recovery Preparedness

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 the use Drop Box as its secondary back up option and online file access.

Recommendations:
- No recommendations in this area for 2015

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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:
- No recommendations in this area for 2015.

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   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   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   Here, the visitor can access information on the agency, forms specific to Home Share Provision, a resource page with links
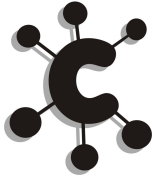
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addressing advocacy, health and safety issues, caregiver information, networking, behavioral support, and individualized planning. The site also offers an on-line form to provide feedback as well as a forum feed for Home Share Providers to network, 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 information, and any other information that may be relevant to assist the Home Share Provider in their support of the people in their care.

All 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
- expand 'home share' site to include information for the person served
- include information and resources for 'Aging in Place'
- Provide more information regarding Respite.
- Integrate current 'team' site into we.commconn.ca

Plan Developed: November 2014
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