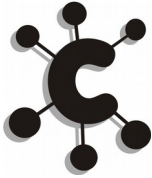


**Community Connections Support Services**

# **Technology Plan**

**2015**



## Community Connections Support Services

275 Rutland Road North  
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### Technology Plan 2015

The use of technology systems has increased in many fields, including the provision of supports to people living with disabilities. Community Connections Support Services has found that the implementation of technology systems, devices and applications have positively impacted services provided.

The agency is able to share, store and access information for persons served across regions in a timely way which has improved agency responsiveness to people's needs, complaint resolution and collaborative on-line meetings to address support concerns.

Remote and quick access to person served, personnel and contractor files has resulted in an informed, accountable and responsive management team that has a better capacity to provide proactive and informed solutions to any issues that may arise regardless of which community the issue may be found.

Strategic planning is made easier and more accessible with better potential for collaboration for all stakeholders. Identification and analysis of trends across the agency are made easier through comparative analysis.

Access, responsiveness and security of information have all resulted in safe, informed, safeguarded, and accountable services to those we support.

#### **1. Hardware**

##### *Goal:*

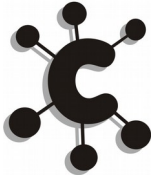
All support sites and staff have access to a functioning computer, fax machine, cordless telephone, laser printer, and a backup device that are maintained on a regular basis.

##### *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 server space that gives us a far larger storage capacity.

##### *Recommendations:*

- Provide training in use of server
- Complete transition from Dropbox to server



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### **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, server use (cyberduck)
- Offer training in use of computer software and applications

### **3. Security**

*Goal:*

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

*Current Status:*

Currently, all agency owned computers have firewall protection via the internet service provider. 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 2016

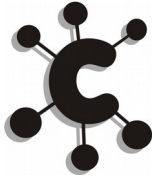
### **4. Confidentiality**

*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. Copies kept in personnel files.

*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.



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### *Recommendations:*

- No recommendations in this area for 2016

## **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 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. Information is backed up every 24 hours and backup data is kept for at least 30 days off site.

### *Recommendations:*

- Complete transition to server space as file sharing / back up utility
- Have data stored in 3 places: the 'cloud', 275 Rutland Rd. North, Kelowna, B.C. and offsite
- Train service coordinators to implement back up of non database/server data weekly at support sites

## **6. Assistive Technology**

### *Goal:*

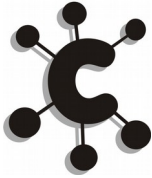
All assistive technology is in good repair and maintained on an ongoing basis.

### *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 2016



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### **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 use Drop Box and its server space as its secondary back up option and online file access.

*Recommendations:*

- No recommendations in this area for 2016

### **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. An additional safeguard is to enlist service coordinators to ensure this is taking place consistently.

*Recommendations:*

- Service coordinators to run weekly virus protection on site computers in concert with back up protocols

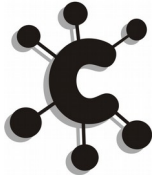
### **9. Website**

*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.



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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 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.

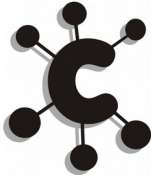
### *Recommendations:*

- post powerpoint presentations on support application processes on all sites
- expand 'home share' site to include information for the person served
- Provide more information regarding Respite.
- Integrate current 'team' site into [we.commconn.ca](http://we.commconn.ca)

## **10. Training**

### *Goal:*

With an increase in technology use to update, maintain and access files for employees, it has become necessary to consider an employee's proficiency in computer use and applications. Traditionally, CCSS as part of the human services field; considered human services values to be the most important asset of employees. While this certainly remains important, computer skills have become an important function in completing support responsibilities and communicating across the agency.



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### *Current Status:*

Currently, there are a number of employees who lack sufficient computer skills to successfully complete parts of job expectations. Agency efforts have included use of team viewer for training purposes, information sessions and written instruction.

### *Recommendations:*

- Additional training in existing and emerging systems
- Video training
- Providing financial assistance to those interested in taking formal training
- Adding as a job requirement in job descriptions, during recruitment and screening for hiring

Plan Developed: November 2015

Developed by: Jacqueline Burnham, Quality Assurance Manager  
Brian Burnham, Director