



1. Assessment of the Current Technology at CDSCL

Computer Technology

CDSCL has invested in hardware and software to support effective administration and service delivery within the organization. CDSCL uses the following computer equipment and software packages:

Hardware:

- Three desktop computers with laser printers are used in the Administration Office at 223 10th Avenue North for creating and printing documents and spreadsheets, communication, database management, preparing Payroll, accounting and bookkeeping, and other administrative functions. Portable storage devices are available for use by office staff.
- Three desktop computers are available for use at the Day Programs (one at the 8th Avenue location and two at the 10th Avenue location). All three are used for games, skill building activities and keyboard practice for participants of the day programs. One of the computers at the 10th Avenue Day Program has internet access and is networked to the office computers. This computer is also used for printing pictures, producing an internal newsletter and printing art/craft products and other items for the Day Program.
- CDSCL has a digital camera available at the office for use by staff and individuals at CDSCL.
- CDSCL has four laptop computers and printers for use by the Community Living Coordinators for typing reports, letters etc. and for receiving and sending e-mail.
- The Therapeutic Riding Program Director and volunteers utilize their own laptop computers as needed for the program.

Software:

- Microsoft Office is used for producing reports, word processing, creating spreadsheets, e-mail communication and browsing the World Wide Web. Programs used include Word, Excel, Outlook, Outlook Express, Publisher, Internet Explorer, Access, Publisher and Power Point.
- Comvida's Payroll Program is used by the Payroll and Benefits Administrator for processing payroll and printing cheques. The web-based Human Resources Program is being prepared for input and utilization.
- CDSCL uses a custom designed Sharepoint web-based data management system for client files, information for board members and other stakeholders, donations and other program related data. A contractor maintains the program and provides training and data entry services when required.
- ACCPAC Plus for DOS is used by the Executive Director for processing financial entries and producing Financial Reports and data.
- Various games, activities and learning programs are used on the computers in the Day Program as well as Publisher for creating the newsletter.

Internet

High speed internet access provided by Shaw Cable is available in the CDSCL Administration Building for up to seven computers. Wireless high speed internet through Telus is available at four worksites for Community Living Coordinators to utilize.

Website

A website has been developed to provide persons receiving services, staff, board members and other stakeholders and the community with general information about the services and activities provided by the organization.



Other Technology Used:

Emergency/Monitoring Equipment & Service

- An Emergency Phone System is currently in use, which the 25th Avenue Group Home, Purcell Place and most of residences of individuals supported by CDSCL in the Community to a central unit located at Orchard House (901 Erickson Road). Smoke alarms and emergency pendants in each location are hooked up to the system. Protocols and procedures are in place for staff at Orchard House to respond to the emergency. A Night Shift Emergency Response Person is assigned to respond to emergency calls from 11pm to 7am when staff at Orchard House are not able to leave the residence. The system is checked on a monthly basis when Fire Drills are done. *Note that we are in the process of phasing this system out and replacing it with a monitoring system tied directly to a monitoring station through Acura Alarms Systems.*
- The Woodshop/Day Program located at 105 8th Avenue S. has a motion detector that is connected directly to a Monitoring Agency in case of break-ins. Staff and/or RCMP are alerted if the alarm goes off.
- CDSCL has two Telus Mobility cell phones. One is used by the Night Shift Emergency Response Person and the other is used for scheduling outside of office hours and for employees accompanying individuals on out-of town trips. CDSCL also pays for cell phone service for an employee who provides afternoon support to one individual and who works alone and for several employees who need to be on-call during work hours.

Office Equipment

- A digital photocopier/fax machine is located in the Administration Office at 223 10th Avenue for use by staff and volunteers for work purposes. It has collating and stapling features. It is serviced through a Maintenance Agreement with IKON. A spare copier/fax machine is available when the current copier/fax is not operating. Staff, volunteers and individuals can also make personal copies and send/receive faxes as per posted rates set by the Executive Director.
- The office telephone system includes one main telephone with four connected auxiliary phones. There are three lines for the same office phone number. A powerless jack is available in case of a disruption in electric power. An answering machine is used when the office is closed or when the receptionist is unable to take the call. The fax machine is on a separate phone line.
- An electronic postage scale/meter is used for processing CDSCL mail.

2. Inventory of Policies, Procedures and Standards in Use

Data Privacy, Security and Equipment Usage

- Policies on Confidentiality and Communication Systems cover data sharing, virus protection, distribution of information, and proper use of equipment. (Policies #4.3, 5.10,
- All staff and volunteers have signed a Confidentiality form.
- Administrative employees, Coordinators, Program Directors and employees working at the 10th Avenue Day Program are authorized to use CDSCL computers assigned to their program. Any employees using computers have signed the Internet Usage Form. New employees are also required to sign this form when they are hired.
- Ongoing training on use of equipment and software is provided as needed.



- Board members, volunteer and staff who utilize the Sharepoint data management system are assigned passwords for access to the database. Access for each user is restricted to only the information that they require as per CDSCL's Confidentiality, Protection of Privacy and Disclosure of Information Policy (#4.3) and the BC Personal Information Protection Act. Only administrative staff, supervisors and those authorized by the Executive Director can make changes to the information as per their area of responsibility.

Storage of Data and Backup

- All computers have appropriate hard drives for data storage. Users have access to Mobile Data Storage devices. Portable copies are made using Compact Disks or Mobile Data Storage devices when necessary. Backup for the Payroll Program is done at least weekly. Backup for Financial Data is done monthly. Backup of other files are done as necessary, at least once per year. Backup copies are kept off site and are the responsibility of the primary user of the data.
- Web-based data management systems are backed-up by the host as per their policies and procedures.

Equipment Purchase and Inventory

Purchases and leases for equipment and software are made at the request of staff as authorized by the Executive Director following Financial Policies and Procedures for approval by the Management Team and/or the Board of Directors where appropriate. Computers are upgraded or replaced every five years. The Executive Director ensures that any equipment acquired or used by CDSCL conforms to the requirements of the designated Program for which it is intended.

Equipment Maintenance

CDSCL has maintenance contracts for the Comvida programs and the Photocopier/Fax machine. Computers and other hardware are maintained and repaired by a service provider as chosen by staff and approved by the Executive Director. Surge protectors and/or emergency backup power supply units are used on all computers, fax machines and telephone systems.

3. Review of Previous Technology Improvement Plan/New Plan for 2008

Training Goals

- A. To assign maintenance and updating of the website to a volunteer, staff member or contractor and ensure that it is regularly updated. **Responsibility: Executive Director Deadline: March 2007**
- Website management has been contracted out and is updated regularly.*
- A. To continue to offer training on software to Office, Management and Day Program staff through 2007.
Estimated Cost: \$1500 over 2 years Responsibility: Executive Director
- Managers took courses on using the internet, introduction to Windows XP and Microsoft Word.
 - Day Program staff took courses on using the internet and Microsoft Publisher.
 - An office employee attended a workshop on Microsoft Office.
- Action: Management staff will continue to take courses – to include more classes on Microsoft Word.**



Technological Plan – December, 2007

- B. To ensure that Day Program staff are oriented on basic use of the computer and sign the Internet Usage Form on an ongoing basis. Responsibility: Activity Day Program Coordinator

This occurs on an ongoing basis. All new employees sign the Internet Usage Form when hired.

Action: *To continue this on an ongoing basis.*

- C. For the Payroll & Benefits Administrator to train the Receptionist/Office Clerk on the computerized payroll system for holiday replacement by the end of December 2007.

Due to time constraints and feasibility this has not yet been accomplished. Office staff are investigating other options for ensuring that payroll duties will continue during absences.

Action: *To address the need to ensure that payroll duties continue during absences.*
Responsibility: *Office Staff/Executive Director* **Deadline:** *June 30/07*

Administrative Goals

- A. To set up and implement the Human Resources Program in the office by December 31, 2007.
Responsibility: Office Staff

This responsibility has been given to a contractor. Preliminary work has been done on set-up of this program.

Action: *To fully implement the Human Resources Program by June 2008.*
Responsibility: *Office Staff/Contractor*

- B. To set up and maintain an electronic client database to track emergency and personal information, inventory, service history and critical incidents by December 2007. Responsibility: Office Staff

This was in place by September 2007. It has been expanded to include information on donations, the Therapeutic Riding Program and Rebekah Manor.

Action: *To begin training and orientation to Coordinators on utilizing the Sharepoint Website.* **Deadline:** *June 2008*
Responsibility: *Sharepoint Contractor/ Coordinators/Office Staff*

- C. To upgrade the Accounting Package from the DOS based program to a Windows based program by December 2007. This item will be amortized over five years. Cost: Approx. \$10,000
Responsibility: Executive Director

The Executive Director has begun to investigate options for upgrading the accounting package.

The timeline is extended to December 2008.

Organizational Goals

- A. To purchase an additional (fourth) laptop computer and have all four up and running by the end of December 2006. Responsibility: Management Team



Technological Plan – December, 2007

This was completed by the end of December 2006. Management staff have been utilizing the computers throughout 2007.

- B. To assess the need for additional hardware, software or other technological equipment for individuals supported by CDSCL by December 2007. Responsibility: Management Team

This item was included in a section on the Accessibility surveys for 2007.

- C. To develop a detailed Disaster Recovery Preparedness Plan to include written processes for data back up by March 2007. Responsibility: Executive Director/Office Staff/Quality Improvement Committee

Discussions have occurred on this issue by office staff and with the Board of Directors. A detailed plan has not yet been developed.

Action: The deadline has been extended to December 2008.