1. Assessment of the Current Technology at CDSCL
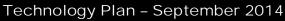
Computer Technology

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 205 7th Avenue North for creating and printing documents and spreadsheets, communication, database management, preparing Payroll, accounting and bookkeeping, and other administrative functions. Portable storage devises are available for use by office staff.
- Two desktop computers are available for use at the Day Programs (one at the 8th Avenue location and one at the 7th Avenue location). These are used for games, skill building activities and keyboard practice for participants of the day programs. There was a main computer at 7th Avenue which is not operable and needs to be replaced, either by a Laptop or Desktop computer. (Note this was replaced by a used Desktop computer, but has since became inoperative). This computer had internet access and was also used for printing pictures, producing an internal newsletter and printing art/craft products and other items for the Day Program.
- Purcell Place has a computer with website access for clients and staff to use.
- CDSCL has five laptop computers and printers for use by the Community Living Coordinators and the Riding Programs Director for typing reports, letters etc. and for receiving and sending e-mail. At least two are in need of replacing.
- Two vehicles are equipped with On-star services, which include cellular access.

Software:
- All computers use the Windows operating system. 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.
- CDSCL uses a custom designed Sharepoint web-based data management system for client files, staff files and Program information. A contractor maintains the program and provides training and data entry services when required.
- Bookkeeping for CDSCL is done on Quickbooks Pro.
- Various games, activities and learning programs are used on the computers in the Day Program as well as Publisher and Microsoft Office for documents.

Internet
- High speed internet access provided by Shaw Cable is available in the CDSCL Administration Building for up to seven computers. This includes Wi-fi access for portable devices.
- Wireless high speed internet through Telus is available at four worksites for Community Living Coordinators and staff to utilize.

Website
CDSCL has a website 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. Some forms are also available on the website. The website was revised in 2011. It is updated regularly with reports and events.
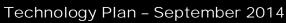
Other Technology Used:
Emergency/Monitoring Equipment & Service
- An Emergency Alarm System is currently in use at all residential locations. It is connected to a 24-hour monitoring station, which would notify the appropriate emergency services if necessary. Smoke alarms are in each location and hooked up to the system. Emergency pendants are available for use for staff in all residential/supported living locations. This system is inspected annually.
- The Woodshop/Day Program located at 105 8th Avenue S. and the office/Day Program at 205 7th Avenue N. have 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. There is also a panic button on the console at each location which also connects to the Monitoring Agency.
- CDSCL has a Telus Mobility cell phone for use by the Night Shift Emergency Response Person for dealing with emergency calls between 9pm and 7am. A member of the Leadership Team acts as the Night Shift Emergency Response Person. CDSCL also pays for cell phone service for four employees who need to be on-call during work hours as well as for the Therapeutic Riding Program.

Office Equipment
- A digital color **photocopier/fax machine** is located in the Administration Office at 205 7th Avenue for use by staff and volunteers for work purposes. It has collating and stapling features. It is over 7 years old and is owned by CDSCL. It is serviced through a Maintenance Agreement with Ricoh Canada. Staff, volunteers and individuals can also make personal copies and send/receive faxes as per posted rates set by the Executive Director. We have had increasing need to have the machine repaired and serviced over the last three years; it will need to be replaced in the next year.

- A spare black and white **copier/fax machine** is located in the Boardroom downstairs and is available as a backup and for meetings.
- The Administration Office uses a leased Avaya Telephone system which utilizes one main telephone with five connected auxiliary phones. There are three lines for the same office phone number; the fax machine is on a separate phone line. The phone system is on a battery backup unit in case of power outages, and a powerless jack is available in case of longer periods of a disruption in electric power. This system has voice mail and an automatic answering system that operates if the receptionist is not available.
- A leased electronic postage scale/meter is used for processing CDSCL mail. This reduces the cost of postageNew postage is added electronically when needed.

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, back-up and proper use of equipment, use of PDA's and other devices and use of social media. (Policies #4.3, 5.10, 8.19, 8.23, 8.27)
- All staff and volunteers have signed a Confidentiality form and are required to sign an Internet Usage Form. New employees sign these forms when they are hired.
- Policies and procedures regarding use of Computers and technology were updated in to include use of Social Media in 2014.
- Office staff, Coordinators, Program Directors and employees working the programs and homes are authorized to use CDSCL computers assigned to their program/department.
- Ongoing training on use of equipment and software is available if needed.
- Employees 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.
- Policies, procedures, forms, plans, reports and other agency-wide important documents are placed in a common Share file and networked to all office computer stations. These are stored on an external server and automatically backed up daily. In case of Disaster Recovery, these files can be accessed by authorized office staff.

- 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.
- The Sharepoint data management system is web-based and is stored on an external server. It is automatically backed up by the host as per their policies and procedures. These files can be accessed by authorized staff when needed.
- Coordinators and the TRP Program Director are responsible to ensure that any important documents are backed up on a compact disk or storage device, or are e-mailed to the office to be stored on in the Share file at the office. All CDSCL correspondence should also be copied to the office e-mail address.

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 Executive Director, Leadership Team and/or the Board of Directors where appropriate. Computers are upgraded or replaced every five years or as needed. 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, Telephone System and the main 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. Programs and Homes should have a back up manual phone to use in case of Power outages.

3. Technology Improvement Plan for 2014/15

Training Goals

A. To offer computer classes to Office staff and to provide training to Coordinators and other users of the Sharepoint system when needed.

> *Action: Office staff will be offered computer classes upon request.*
> > *Date: Ongoing*
> > *Responsibility: Executive Director*

> *Action   Coordinators will be trained on the use of Sharepoint if needed.*
> > *Date: After equipment is in place (see below)*
> > *Responsibility: Executive Director*

B. To address the need to ensure that payroll duties continue during absences.

There have been no delays in payroll due to the Payroll Administrator being away. The Executive Director can fulfill these duties in an emergency if necessary. A temporary replacement could be hired in the case of an extended absence.

Action: To ensure that payroll duties continue during absences.
Responsibility: Office Staff/Executive DirectorDeadline: Ongoing

Administrative Goals

A. To continue to use the Sharepoint Database to manage Human Resource information.

We have utilized the Sharepoint system for managing staff information. Information is inputted and updated on an ongoing basis by office staff. The program is maintained and updated as needed.

B. To continue to maintain an electronic client database to track emergency and personal information, inventory, service history and critical incidents for clients.

This will continue to be utilized by administration staff with the goal to begin having the Coordinators do some of the input on Sharepoint such as Incident Reports, Inventory sheets and Personal Service Plans (PSP's). (Currently these are handwritten and then passed on to Administration to input into the system.) This will involve training and upgrading computer equipment.

Actions: To gradually implement Coordinators doing data management tasks for client documents over a period of time.
Date: after equipment is in place (see below)
Responsibility: Executive Director

C. To switch to computer based scheduling.

Administration was working on changing the paper schedules to computer-based scheduling using spreadsheets – this was not completed due to complications in setting up the system and is not currently being explored any further.

Organizational Goals

A. To replace computer hardware and/or software when necessary.
 - *Laptops for Coordinators have been replaced when needed. At least two need to be replaced soon. A computer is needed at the 7th Ave Day Program.*
 - *We would like to explore setting up a computer station in the lower floor of the*

Actions: *1. To replace Day Program computer and Coordinators' laptops.*
Date: December 2014 Responsibility: Executive Director
2. To explore purchasing a computer/laptop for Coordinators to use in the Boardroom.
Date: December 2014 Responsibility: Leadership Team
3. To replace other hardware for Program or Admin use when needed.
Date: Ongoing Responsibility: Coordinators/Ex Director

B. To assess the need for additional hardware, software or other technological equipment for individuals supported by CDSCL on an ongoing basis.

There was some discussion regarding the potential future need for implementing communication symbol software for clients under Pivot Point Services. This will be explored if it comes up during the planning process.
Otherwise, this item was included in a section on the Accessibility surveys and is included in the Accessibility Report – there were no needs identified at this time.

C. For office staff and Coordinators to follow the back-up procedures as listed in this document and Policy #8.19 and to follow the requirements of the Disaster Recovery Plan.

Back-up procedures are in place and followed.

Action: *To ensure that back-up procedures are followed.*
Date: Ongoing Responsibility: Executive Director

D. Replace the main copier/fax machine in the office.
The plan was to replace the copier/fax machine this year out of the 2014/15 budget, but this was not included in this year's budget. The net increase will not be substantial and therefore there could be room within the existing budget to absorb a lease payment.

Action: To replace the main Copier/Fax machine in the office when finances permit, or when it becomes an undo hardship.
Date: March 2014 Responsibility: Executive Director