



Hospice Niagara & Niagara College Partnership Project

A Community Sponsored Computer Research Project with:

Niagara College Computer Programmer/ Analyst Programs

CONFIDENTIAL

About Hospice Niagara

Hospice Niagara, a not-for-profit community organization, works to improve the quality of life for people with a life-limiting, progressive illness from the time of diagnosis. The focus is on caring, not curing, and on life, not death. Hospice care extends to family members and caregivers, helping them to care for their loved one and to care for themselves.

Hospice Niagara's programs and services are offered at no cost to residents of Niagara, thanks to funding from the Hamilton, Niagara, Haldimand, Brant Local Health Integration Network (HNHB LHIN) and the goodwill and charitable donations of members of the community.

Hospice Niagara provides programs and services to individuals and families in St. Catharines, Niagara-on-the-Lake, Niagara Falls, Pelham, Thorold, Wainfleet, Welland, Port Colborne, Fort Erie, and Lincoln.

Contact Information

Jessica Estabrooks, Finance and Operations Manager
Hospice Niagara, The Stabler Centre
403 Ontario Street, Unit 2
St. Catharines, ON L2N 1L5
(905) 984-8766 ext. 238
jestabrooks@hospiceniagara.ca
www.hospiceniagara.ca

Carol Nagy
Executive Director
Hospice Niagara, The Stabler Centre

Contact Schedule

Jessica Estabrooks will be onsite at Niagara College on the following dates for bookable group sessions:

Wednesday, January 21, 2015	10:00 am – 3:00 pm
Wednesday, January 28, 2015	10:00 am – 3:00 pm
Wednesday, February 4, 2015	10:00 am – 3:00 pm

Please contact via email to arrange appointments on those dates. We ask that you appoint one student to be your main group contact person, and only that person contacts the Hospice Niagara Lead. Communication at the time of individual group sessions is preferred, however questions may be sent via email at any time. Please note that response times cannot be guaranteed.

Project Background

Focus groups including Hospice Niagara staff, volunteers and Board members have provided input into the design features of a shared portal system and have identified a need for strengthened security and capacity in communication and information sharing.

Security

Currently, we are sharing much of our information through email. Our 65 member staff team has each been issued a personalized Microsoft Office 365 @hospiceniagara.com email address, however communications with our 257 active volunteers and 12 Board of Directors are sent via personal email. On a daily basis, confidential emails and attachments are transmitted to these personal emails, where they may be viewed or forwarded to others whom have not signed a Confidentiality Agreement with our organization.

Capacity

Hospice Niagara has a number of community programs and services, along with one satellite office in South Niagara. We have established a number of front-line working teams in partnership with other not-for-profit organizations. There is an increasing need to have a common method of transmitting information, simultaneously to a number of people, organizations and offices, securely and efficiently.

Staff have access to our shared network drive when logged into the network, at the office. There is limited capacity to log into the network offsite. Access is therefore restricted to regular business hours. A number of processes and reports, such as timesheets are located on the shared network. Access to employee payroll forms and information is gained through this shared drive. Ideally, the portal will link with the security login for employee access, allowing broad access and efficiency in managing the transfer of information within these systems.

Our Hospice Niagara users range in age from 18 to 87 and therefore our portal users will have varying computer skill levels. Functionality and language used within the portal must be considered when tailoring a user-friendly product. Current AODA Standards on accessibility should also be considered. When designing the portal, it is important to ensure that the ongoing functionality of the product can be managed and maintained within budget and the technical abilities of current Administrative staff at Hospice Niagara. Coding used must be well noted and documented for transparency.

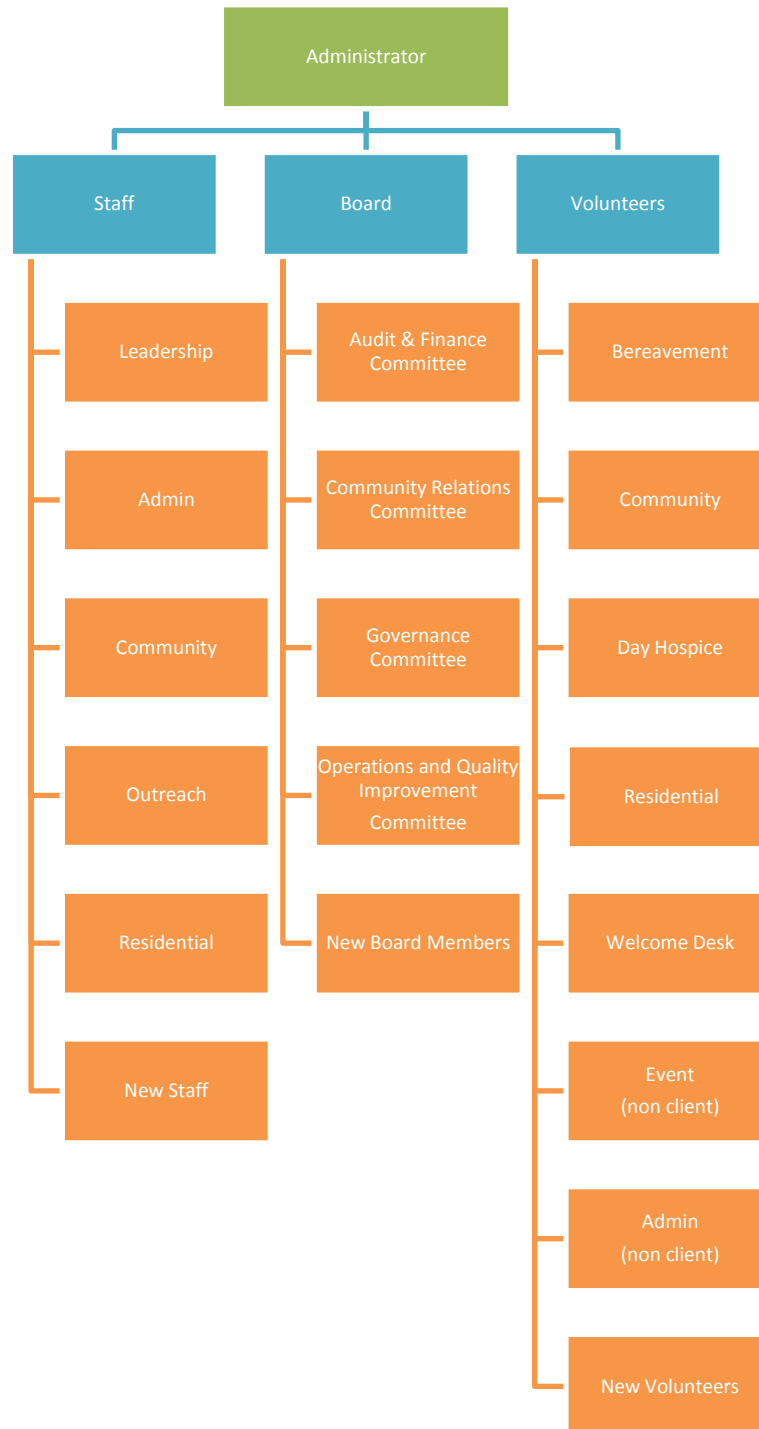
Solution

The Leadership Team at Hospice Niagara agreed that a secure online portal system with access from our current website would be the ideal solution to the challenges that we face with communication and information sharing. Within the portal system, we envision that our users will be able to view documents such as organizational forms, policies and training information. They will be notified of client deaths and will be able to view important announcements on the main page. They will also be able to RSVP to meetings and internal events.

Partnership

Hospice Niagara is honoured to have entered a partnership with the Computer Programming/Analyst classes at Niagara College for the portal project. The students' fresh ideas and technical skills will undoubtedly be put to task in developing a quality product for our users. We have designated a senior leader, Jessica Estabrooks, to lead this project and have developed a volunteer advisory group to continue to help shape its outcomes.

User Type Breakdown Chart:



Requirements:

- Would like to be able to add/edit items to this list in future.
- Would like to be able to select user type for individuals when adding them to the system.
- Would like to be able to select multiple user types per user.
- User types determine permissions throughout portal.

Login Screen:

Email:

Password:

Forgot my password

Login button

Requirements:

- a. Logo
- b. Portal branding consistent throughout site and consistent with Hospice Niagara colours and branding
- c. Unique login per user
- d. Automatic password retrieval
- e. Admin ability to set up, activate and deactivate users

Main page:

Tabs on Main page to subsequent pages:

1. Announcements
2. Resources
3. Meetings
4. Schedules
5. Contacts
6. Home
7. Admin (Admin Only)

Requirements:

- a. Introduction and Welcome area
- b. Area/box with announcements and newly added information/resources relevant to user type
- c. Area/box with upcoming meetings/actions required (i.e. RSVP) relevant to user type
- d. Link to death notices
- e. Link to volunteer schedules if applicable
- f. Link and Welcome to New Staff/Volunteer/Board information as applicable
- g. Logo and portal branding
- h. Footer with contact information
 - Main Contact Information
 - Hospice Niagara – The Stabler Centre
 - 403 Ontario Street, Unit 2
 - St. Catharines, ON L2N 1L5
 - Tel: 905-984-8766
 - Fax: 905-984-8242
 - Web: www.hospiceniagara.ca
 - Twitter/Facebook/LinkedIn Links

1. Announcements:

Death Notices: (all except Non-Client Volunteer types)

Example:

Name	Date	Location	Notes
Joe Smith	December 16, 2014	Community Client	Volunteer: Ted Tennant
Rachel Jones	December 14, 2014	The Stabler Centre	Room 4
Mary Brown	December 8, 2014	NN Outreach Team	
Sally Williams	November 30, 2014	NS Outreach Team	

[READ MORE....](#)

Other announcement types could include (but are not limited to):

- Upcoming events – both internal (i.e. Annual General Meeting) and major fundraising (i.e. 5 Car Draw)
- Appointments to staff, board, etc.
- New regulations (e.g. new Health and Safety Policy)
- Funding announcements

Requirements:

- a. Quick link on the main page for death notices, but names not to be shown on main page.
- b. Major announcements (applicable to users) to be linked to main page.

2. Resources:

Organizational Resources (ALL)

Upload & Download different file types

Examples of content:

- Forms
 - Health and Safety
 - Incident Report
 - Mileage & Expense
- Strategic Plan
- Quality Improvement Plan
- Memos
- Events
 - 5 Car Draw
 - Volunteer Ticket Seller Information Sheet
- Links to Hospice Niagara related websites (*full list provided with websites*)

Examples include:

 - Hospice Niagara Newsletter
 - Logvolunteertime.com
 - Education Website
 - Donation Website
 - 5 Car Draw Website
 - Hike for Hospice Niagara Website
 - Hospice Palliative Care Ontario
 - HNHB CCAC
 - HNHB LHIN
 - MOHLTC

Staff Resources: (Admin, Staff)

Upload & Download different file types

Examples of content:

- Operational Policies
 - *Ability to add/edit multiple items under each heading*
- Orientation Documents
- Memos
- Staff Meeting Minutes
 - Residential
 - Admin
- Emergency Call Chart
- Staff Related Links (*permissions by user type*)
 - QHRnet <https://css.hr.ccim.on.ca/HospiceNiagara>
 - EAP Program
 - Explanation of program and contact information
 - Office 365 <https://portal.microsoftonline.com>
 - Training information docs
 - Green Shield www.greenshield.ca

Board Resources: (Admin, Board, Staff-Leadership)

Upload & Download different file types

Examples of content:

- Board Minutes
 - December 2014
 - November 2014
 - October 2014...
- Board Packages
 - December 2014
 - November 2014
 - October 2014...
- Board Orientation Documents
 - Item listed
 - Item listed
 - Item listed
- Board Contact List
- Governance Policies
- Audited Financials
 - 2014/2015
 - 2013/2014
 - 2012/2013...
- Audit and Finance Committee *example:* (Admin, Board–A&F Comm)
 - December 2014
 - Financial Statements
 - Work Plan
 - Meeting Documents
 - Meeting Minutes
 - November 2014
 - October 2014
 - September 2014

Volunteer Resources: (All)

Upload & Download different file types

Examples of content:

- Town Hall Meeting minutes
 - December 2014
 - June 2014....
- Memos
 - Smoking (Nov 30, 2014)
 - Parking (Nov 15, 2014)
 - Etc..
- Volunteer Updates

- December 2014
 - September 2014
 - July 2014....
- Volunteer Orientation Documents
 - Listed
 - Listed
 - Listed
- Volunteer Application
- Volunteer Presentation
- Volunteer Related Policies
- Volunteer Roles Chart

Requirements:

- a. Role restricted items so that files/folders are only available to designated user types.
- b. Search function.
- c. Ability for only designated users to have permissions to upload content, to be determined at user set-up.
- d. Ability to upload various file types.
- e. Ability to have uploaded documents linked to other areas of the site as necessary (i.e. a meeting agenda to be available as a downloadable resource with the meeting information). Important that any and all documents uploaded to the portal should be housed in the Resource section with the ability to link to other areas, so that all uploaded documents may later be found and referenced.

3. Meetings:

Would like to be able to track RSVPs for meetings and internal events.

Meeting examples:

- Volunteer Retreat **(All)**
- Staff Holiday Party **(Admin, Staff, Board)**
- Holiday Open House **(All)**
- Role-related staff, volunteer or board meetings **(varied)**

Requirements:

- a. Need to include event type, description, date, location, requirements, possible documentation for download, presentations, staff lead and contact info, volunteer roles, etc.
- b. Ability to restrict the access of each event as needed per user type.
- c. Ability for users to download related materials.
- d. Permission for users to be able to create meeting to be granted upon user set-up.
- e. Ability to track RSVPs and export into Excel
- f. Ability to sort events shown on page.
- g. Link to be included on the main page under Announcements as applicable for upcoming events or volunteers needed for events, etc.

4. Schedules:

Examples of schedule types:

- Welcome Desk Schedule (**Admin, Staff, Vol-Welcome Desk**)
- Residential Schedule (**Admin, Staff, Vol-Residential**)
- Pet Therapy Schedule (**Admin, Staff, Vol-Residential**)
- St Catharines Day Hospice Schedule (**Admin, Staff, Vol-Day Hospice**)
- Welland Day Hospice Schedule (**Admin, Staff, Vol-Day Hospice**)
- Event Schedules
 - 5 Car Draw Volunteer Schedules
 - Hike for Hospice Volunteer Schedules
 - TASTE Volunteer Schedules
 - Gift Wrap Schedules

Requirements:

- a. Ideal configuration would be for schedules to be generated by Administrative users through current Office 365 Outlook calendars and then uploaded and synched to portal for view only access by users.
- b. Ability to add new schedules per user type.
- c. Link on the main page for volunteer schedules.
- d. Schedules change constantly. They may be updated several times per day.
- e. Ability to override previous version of same month so that only the latest version is available.
- f. Final version of previous monthly schedules to be saved and made available for future reference.
- g. Often have current month plus 3 months in advance current and active (i.e. schedules are live in December for December to March).

5. Contacts:

Staff List Example: **(ALL)**

Staff Member	Position	Email	Phone	Office Cell (Admin, Staff)
Jessica Estabrooks	Finance and Operations Manager	jestabrooks@hospiceniagara.ca	x 238	
Kate Murrell	Administrative Assistant	kmurrell@hospiceniagara.ca	x 222	
Carol Nagy	Executive Director	cnagy@hospiceniagara.ca		

Areas of Responsibility:

- Leadership Team Member
- Finance Lead
- IT Lead
- Facilities Lead
- Administration Lead
- Coordinator of Volunteers:
 - o Scheduling of Welcome Desk, Residential and Kitchen Helper Volunteer roles
 - o Communication, recognition and ongoing support of all Volunteers
- Supervises Administrative Assistant, Financial Associate, Chef, and Maintenance contract

Requirements:

- When position is selected, a pop-up text box with description to appear (See above). Instruction indicating that more details can be found when selected will be required.
- List to be editable by Admin user, exportable and printable by all users. Export into excel would be ideal.
- List to be sortable by various headings.

Board of Directors Listing **(Admin, Board, Staff-Leadership)**

Board contact information including name, position, email address, home and business address, home, business and cell phone, fax, and partner name.