

# HOSPICE NIAGARA WEBSITE PORTAL PROJECT

Niagara College Computer Programming/Analyst Programs

Community Sponsored Research Project

Winter 2015



# MEET the project team

Carol Nagy

Executive Director

Jessica Estabrooks

Finance and Operations Manager

James M.

Programming Advisor

Ara, Barb, Janis & Trish

Volunteer Advisory Group

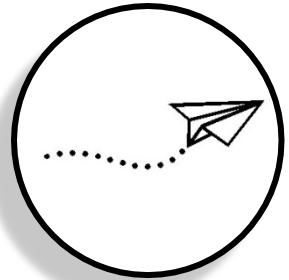
# MEET the team leader



## ABOUT ME:

Finance and Operations Manager at Hospice Niagara with leadership role in Administration, Finance, IT, Facilities and Volunteer Coordination.

**JESSICA**  
estabrooks



# CONTACT information



jestabrooks@hospiceniagara.ca



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St. Catharines, ON L2N 1L5

# CONTACT guidelines



**Email is preferred.** Contact via telephone and in person meetings once arrangements to do so have been made.



**Appoint one student as your group leader.** This student shall make all contacts and arrangements for one-to-one group meetings with Hospice Niagara Project Leadership.

# MEETING dates

Jessica will be onsite for one-to-one group meeting opportunities:

Wednesday, January 21, 2015

Wednesday, January 28, 2015

Wednesday, February 4, 2015

Appoint group leader to set up meeting times for your group.

*Prompt responses to questions outside of these meeting times  
cannot be guaranteed.*



# PORTAL background



Staff, Volunteers and Board member focus groups have identified two major challenges in communication and information sharing within the organization:

- Need for increased security
- Need for increased capacity

# SECURITY challenges



257  
Volunteers



65  
Staff



12  
Board

*Approximate scale: 1:12*



# SECURITY challenges



257  
Volunteers

## Volunteer Users:

- Greatest number of users
- All using personal email accounts
- Confidential emails being sent and received daily
- No control on information being forwarded or shared
- Varying skill levels

# SECURITY challenges



65  
Staff

## Staff Users:

- Greatest amount of information being shared
- Some staff have access to shared network drive
- All staff have access to Office 365 work email address
- Varying skill levels

# SECURITY challenges



12  
Board

## Board Users:

- Highest-level confidential information being shared
- All using personal email accounts

# CAPACITY challenges



Administration

Budget

Time management

Users of varying skill levels

Access to information

Are all users receiving the information?

# PORTAL solution



It was determined that a website portal would be the ideal solution to resolve the challenges we face. Benefits will include:

- Shared space accessible to all users
- Centralized location for data
- Secure, unique login for users
- Varying permissions for different users
- Greater efficiency and return when sharing information
- Time-saving meeting and scheduling management

# PORTAL users



257  
Volunteers



65  
Staff



12  
Board

*Approximate scale: 1:12*



**334 Users**

# USER demographics

Age range:  
18 - 87

Median age:  
63

87% Female

100% English  
Speakers

25 French  
Speakers

Top 2  
Professions:  
1. "Retired"  
2. Health Care  
Worker

20 Individuals do  
not use a  
computer  
(no change)

# USER types

1. Staff
2. Board
3. Volunteer

Within each user type, there are several user sub-types

Each user sub-type will require permissions to access different information within the portal.

The Administrators shall have the ability to:

1. Identify the user sub-types upon user set up
2. Identify permissions/restrictions when uploading content, meetings, schedules, etc. onto the portal



# STAFF user types:



# BOARD user types:



# VOLUNTEER user types:



# LOGIN requirements

- A • Logo
- B • Branding consistent with Hospice Niagara branded materials
- C • Unique login per user
- D • Automatic password retrieval
- E • Admin ability to set up, activate, and deactivate users

# MAIN PAGE navigation

TABS

ANNOUNCEMENTS

RESOURCES

MEETINGS

SCHEDULES

CONTACTS

HOME

ADMIN

# MAIN PAGE requirements

A

- Introduction and welcome area

B

- Announcements area with links to key announcements

C

- 'Newly Added' information area relevant to user type

D

- Link to death notices

E

- Welcome message and link to information for new staff, board and volunteers

F

- Logo and branding consistent with Hospice Niagara

# ANNOUNCEMENT requirements

**A**

- Content to be linked to resource if applicable (for e.g. Volunteer Update announcement should link to Volunteer Update file in Resources)

**B**

- Editable by Administrators

**C**

- Death Notices are the key content on this page

# RESOURCES requirements

A

- Role restricted items ensuring files/folders are only available to designated user types

B

- Administrators to upload content, add/edit sections

C

- Upload various file types

D

- User ability to download or export files

E

- All documents uploaded to the portal should be housed in the Resource Section with the ability to link to other areas

F

- Ability to link uploaded files to other areas of portal



# MEETINGS requirements

## Meeting information to be included:

- Event type/name
- Description
- Date and Times
- Location
- Requirements (e.g. electronic equipment)
- Possible documentation attachments
- Staff Lead with contact information
- Ability to add invitees
- RSVP buttons

# MEETINGS requirements

A

- Ability to restrict access of each event per user type

B

- Related materials to be attached and downloadable

C

- Ability for users to sort events shown on page

D

- Administrators to set up meetings and select invitees

E

- Administrators to track RSVPs and export RSVP lists with Excel

F

- Some fields to be made mandatory

# SCHEDULES requirements

A

- Preference to have schedules generated by Administrators in Office 365 Outlook calendars, and uploaded to portal “as a website” as view only by users

B

- Ability to add new schedules per user type

C

- Exportable

D

- Previous months to be saved in Resources

E

- Upload and view current month and upcoming months

# CONTACTS requirements

A

- List to be editable by Administrators and exportable into Excel by all users

B

- Ability to sort data

C

- When position is selected, pop-up box to appear with description of Staff role

# CONTACTS requirements

Staff Member	Position	Email	Phone	Office Cell
Jessica Estabrooks	<a href="#">Finance and Operations Manager</a>	<a href="mailto:jestabrooks@hospiceniagara.ca">jestabrooks@hospiceniagara.ca</a>	x 238	
Kate Murrell	<a href="#">Administrative Assistant</a>	<a href="mailto:murrell@hospiceniagara.ca">murrell@hospiceniagara.ca</a>	x 222	
Carol Nagy	<a href="#">Executive Director</a>	<a href="mailto:cnagy@hospiceniagara.ca">cnagy@hospiceniagara.ca</a>	x222	555-555-5555

## Areas of Responsibility:

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

# QUESTIONS & Answers

