



community **living** society

Information and Communication Technology

*A Guide for Supported Individuals and Their
Personal Network*

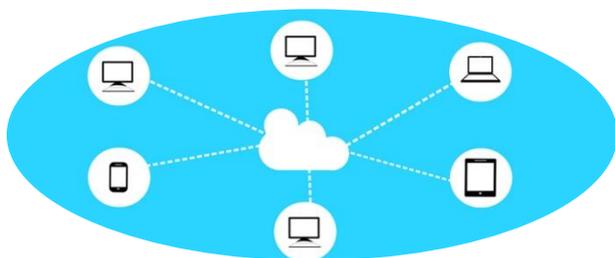


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7th Floor – 713 Columbia Street
New Westminster, BC, V3M 1B2

604-523-0303

www.communitylivingsociety.ca

Introduction

At CLS, we do our best to make sure that Supported Individuals and their personal support network members feel engaged and connected. With the widespread use of technology in our world today, we now have many ways we can engage with you. This booklet provides guidelines about how we make sure we stay safe when connecting this way.

We want to ensure that we are providing the best support possible. If you have any feedback, questions or concerns about the information and communication technology utilized by the CLS to provide service, please ensure you discuss this with the leader of your program. Alternatively, you can contact us one of the following ways:

Email

contactus@communitylivingsociety.ca

Phone

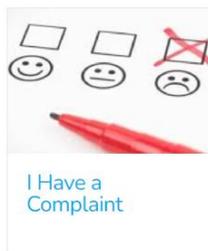
604.523.0303

Website

<https://www.communitylivingsociety.ca/about-us/feedback/>

Resource Portal

<https://www.communitylivingsociety.ca/portfolio-items/i-have-a-complaint/>



What do we mean by *Information and Communication Technology*?

Whenever you see, hear, or interact with others when they are not in the same location, you are using *information and communication technologies*. This can be on a computer, a phone, a tablet, or other device.



Examples

Videoconferencing

You see someone on a screen and can talk with them - some examples are; Face Time, Instagram, Zoom, Teams.

Online Audio chats

You are in conversation without seeing people. Some examples are: Google Voice, What's App, Skype, and WeChat.

Text Chats

You have written communication back and forth. The most common is method is by using a cellular phone but this can also be through many of the audio chat options like What's App and WeChat.

E-Mail

You send written information between people's personal or work e-mail accounts.

Ways We May Use Information and Communication Technology with You

General Information (Non-Confidential)

CLS is committed to keeping you informed. We use all forms of technology to make sure you have the information you need, including using your preferred information and communication technology methods (email, text, chat, or videoconferencing).

When we use these methods of communication to share non-confidential information, there are no special agreements we need to make with you. However, you can choose to opt out of any or all forms of electronic communication with us by letting us know in writing and we will take you off our communication lists.

Support for You (Confidential)

- ▶ As a CLS Supported Individual, you may engage with employees when they are not with you by text, email or videoconferencing, etc. They will answer/respond to texts or emails during business hours within 2 business days of receipt.
- ▶ As a personal support network member of a Supported Individual, if consent has been provided by the Supported Individual or their legal decision-making authority, you may like to use e-mail, text, videoconferencing or other methods to communicate or participate in planning sessions.

Because confidential information may be shared, we want to be sure you make an informed choice about using information and communication technology. We also want to make sure you understand your rights and responsibilities when using these modes of connecting so can ensure the privacy of everyone involved is protected, and people feel respected and safe.

Recognizing the Benefits

Information and communication technologies have many benefits that can help enhance service such as:

- ▶ Keeping everyone informed quickly and easily.
- ▶ Including personal support network members and others who may not be able to attend planning meetings in person through virtual connections.
- ▶ Supporting timely consultations when decisions need to be made or issues arise.

Understanding the Risks

CLS tries to ensure that all information and communication platforms we use are secure. However, we cannot guarantee that there won't be security breaches, just like our banks and others who do business online. This means that all of us using these platforms need to be aware of some of the risks such as:



- ▶ Cyber-security breaches can happen. Someone could hack into your account or our account and access information when we are e-mailing, texting or using video or audio conferencing.
- ▶ Service disruptions can happen, and you may be cut off from a meeting or interaction.
- ▶ Your device(s) might not be able to easily connect with ours so connections can't be made.

These are just some examples of risks that we want to avoid. We will ask you to review and sign an *Information and Communication Technology Consent* that will outline how we will remain as safe as possible when using these devices.

Safety Practices

To protect everyone's privacy and safety, the following practices must be followed:

E-mailing/Texting

- ▶ Always doublecheck that you are e-mailing/texting the correct person.
- ▶ Do not use full names in the conversation. Use initials only so the person's privacy is protected if the message goes to someone other than the intended recipient.
- ▶ Keep your passwords private. Do not share with others.
- ▶ Do not forward e-mails to others without the permission of the sender.

Video/Audio-Conferencing

- ▶ Set up in a private space where others, who are not participating, are not able to hear or view the communication.
- ▶ Be prepared to name everyone at your location who will be participating, even if they are only hearing or viewing the session.
- ▶ Do not record or take screenshots of the session.
- ▶ Do not share anything that others have communicated during the session – maintain everyone's confidentiality.
- ▶ Report any concerns you have with confidentiality and potential confidentiality breaches to the session facilitator.

Access and Technical Issues

Where possible, CLS will try to include personal network members and others in team meetings through videoconference if they are not able to attend in person. However, this is a courtesy only and cannot be guaranteed if technical issues prohibit a connection.

The chart below outlines everyone's responsibilities when using the different platforms – text, email, video, etc.

CLS Responsibilities	Your Responsibilities
<ul style="list-style-type: none"> ▶ Provide you with a link and instructions on how to log in to videoconference platforms. ▶ Provide you with a phone number you can use if you are not able to log in to a conference. ▶ Follow up with you after the conference to share information with you if you inform us you were unable to connect or your connection is lost during the conference. ▶ Provide the technology for CLS employees to include you in the conference (speakers, screen) so others can see and engage with you from your location. ▶ Answer/respond to texts or emails during business hours within 2 business days of receipt. ▶ Set text/phone/e-mail notifications when out of the office to direct you to another recipient. 	<ul style="list-style-type: none"> ▶ Provide your own device and internet connection/cellular access to join a conference, text or e-mail communication. ▶ Test your login to a videoconference site well in advance to work through any issues. ▶ Use the contact number provided to report access issues to a conference. Note: CLS employees do not have capacity to provide technical support but will help to troubleshoot in advance of the meeting. ▶ Let us know if you can no longer attend a planned videoconference. ▶ If you do not get a response to a text or e-mail, it is your responsibility to follow up with the intended recipient to confirm it was received.