

## **Communications & IT Report – April 2020**

### **Communications:**

We are now receiving almost daily photos and descriptions of activities taking place at the lodges and are sharing them on Facebook. This significantly increased activity is resulting in much more public participation and engagement. These posts are also making it possible for the public to see that our residents are happy and, while they miss their families, dealing well with the current lodge policies and procedures.

There have been numerous updates and changes to the Covid-19 section of our website as different policies and regulations come down from the government, and also to update procedures the NPHF has put in place to protect our seniors.

We have had an increase in family and resident inquiries which we have been responding to on an individual basis. These inquiries are usually concerned with changes taking place in the lodges and asking about the reasons and for clarification. All have been answered and we have received positive responses from the inquirers.

Letters were developed to send out to residents, tenants and families of our Lodge, Seniors Self-Contained Apartments and Family Housing clients regarding Covid-19 and ways to keep safe and healthy and informing them of policies and procedures put in place by the Foundation in this regard.

Also, a letter was sent out to our staff and our AHS colleagues working in our lodges advising them that we would be providing free meals during the Covid response. This was very well received.

We are sending out daily updates to our managers with updates from the Alberta Government Covid-19 Information site to keep them informed of changes in numbers as well as updates on policies around Covid-19.

We have also created posters for hand sanitization, room closures, social distancing and other items for display in our facilities

The auction has wrapped up and some time was spent at the first part of the month responding to participants inquiries as to the results of the auction.

### **IT & Technical**

Mercer International kindly donated an iPad and 3 iPhones to Heritage Towers. The iPad has been configured for use by our residents to use in communicating with their families. I also rebuilt and configured a donated laptop with a 17" screen for the residents to use with Zoom, Skype and other video conferencing software.

A spare router we had in the office has been reconfigured to provide free wireless access for residents in the TV area of Heritage Towers. As it piggybacks on our existing wireless it has been configured to limit throughput so as not to interfere with previous uses while still allowing enough bandwidth for both new units to simultaneously video conference. It was configured in the office so that it was able to be plugged in and operational with no onsite setup needed.

As we have started rotating employees in the office, one day a week each, all office employees are now configured and able to remote into their respective work systems.

Along with the preceding, there is the normal maintenance of our IT systems and responding to common user issues regarding printing, failure to connect to internet and other minor issues. We did have one server issue where a Windows 10 update caused a reboot and I needed to go into the office and remove some connected drives to fully reboot the system.

As you have been notified, we are testing out Webex at the board meeting and I would like to take the opportunity to thank Dan Boisvert who patiently worked with me while we tried out various video conferencing programs. Having him available and willing was a great asset in determining the performance of the various alternatives we tried out.