Keeping You Informed: Foundry Toolbox – May 2020

In context of the current state of provincial emergency, we know that there have been a lot of changes with respect to how we are connecting and providing services to our young people and their families and caregivers, including:

- Finding innovative ways to provide services virtually
- Holding counselling and other virtual sessions from your space at home
- Using your personal laptops to provide these services as some of you may not have access to your work computers
- Accessing Toolbox, your EMR, etc. from your personal devices
- Using home WIFI (that may not be as secure as your work WIFI) to connect to the systems and technologies you are using to carry out your work during this time

In this time, we want to make sure that we are able to capture all of your amazing work and support the integration of services while service providers are working from different places. This KYI will highlight some features available on Toolbox to enable capturing of information in the time of COVID as well as technology controls that need to be in place to make sure that all we are doing everything possible to protect the security and privacy of the information we handle and the technology we use.

Privacy and Security

Client confidentiality is a large consideration when arranging an at-home workspace to ensure that no other person in the household can view information. We are also responsible for protecting the security and privacy of the information we handle and the technology we use. The checklist attached will help you determine if your staff working in a home-based environment have addressed the security and privacy requirements needed for the use of the Toolbox system. We request that you review and complete this checklist, then submit a copy to datamanger@foundrybc.ca after you have filled it out. If you are unable to meet any of these requirements, please reach out to datamanger@foundrybc.ca and we will be able to help you out.

Features on Toolbox to support capturing your work accurately as well as client information

1. Change to the end of visit form: To be able to capture these virtual visits that are happening at almost every centre, the EOV form will have an additional checkbox called virtual (see screenshot below):

    What services did the client receive? (check all that apply)

    ☐ **Outreach (check off this option in addition to the services you are providing, if this visit has taken place outside of the Foundry centre)**

    ☑ **Virtual (check off this option in addition to the services you are providing, if this is a virtual/phone visit)**

2. <u>The Demographics Survey</u>: A convenient way to collect demographic information about your new client even if it is a virtual visit.
   Step 1: On the registration form, make sure you have collected and entered the young person's email address.

   Step 2: When you click on the "Start Client Data entry" button check off option two (send an email and/or SMS for later entry) INSTEAD OF option 1 (Start data entry immediately). See screenshot below and then hit the Start button.

   Result:
   - When you click start, Toolbox automatically pulls the email address from the registration form and sends a link of the survey to the young person's email address.
   - On clicking on the survey link, the client will see the same view that they get when they take the survey on the tablets
   - The responses will automatically populate in Toolbox (similar to when the answer a survey on the tablet)

Note1: Other surveys, such as the K10, PSQ, GAD7, etc. can be sent to clients in the same way.

Note 2: Toolbox will not give you the option to email the health survey link to the young person. This is because certain questions on the health survey could be triggering for some young people and for this reason, we do not want young people to be answering it while outside of a Foundry centre.

QUESTIONS: Please email **datamanager@foundrybc.ca** if you have any questions, input or feedback