



2026 Technology and System Plan

Trail Association for Community Living

Introduction

The enclosed is the 2026 Technology and System Plan for Trail Association for Community Living. This plan was developed through collection and review of:

1. Current technologies implemented at TACL;
2. The stated needs of the organization which is based upon feedback from staff members received through records of requests for technology assistance and informal discussions with staff members;
3. Contractual requirements for program compliance;
4. Best practices in Technology regarding:
 - a. Ease of use,
 - b. Efficiency,
 - c. Data security and protection of sensitive data,
 - d. Effective service delivery,
 - e. Effective support of business processes,
 - f. Accessibility of both software and hardware resources for users, and
 - g. Reliability, i.e. uptime vs downtime and speed;
5. Alignment with TACL's Strategic Plan;
6. Cost:
 - a. Initial, and
 - b. On-going;
7. Support requirement needs:
 - a. Hardware support,
 - b. Software support, and
 - c. Training support;

Below, please find:

1. An overview of the current status of the Technology systems;
2. The perceived quality of the current systems;
3. A listing of gaps and opportunities; and
4. A listing of current Technology projects, their respective priorities and current status of the project.

Current Status of TACL's Technology Systems

Hardware

Residential Services

Each off-site facility or house has a dedicated connection to the internet provided by TELUS Communications. On main site facilities are connected via cable to a central switch and router to then connect to the internet via a highspeed central connection. These connections both on and off site provide the speed and reliability necessary to meet the business needs of the staff members and Association.

The wireless networks are password protected to prevent unauthorized use or access. All facilities have at least one computer station for use by staff members. Due to the primarily centralized data management and storage provided, the workstations appear to meet the needs of the staff. Currently, workstations have memory storage and individual software packages to support downtime program and business operations when access to the internet is lost.

To access the computer, each staff member enters current house credentials to login to the computer. Additional individual credentials are needed to access business and programmatic systems.

Residential staff who have offices outside of the facilities, such as the Community Living Manager, have a computer in their offices. To access the computer, these staff members have individual login credentials to access the computer along with additional individual credentials to access business and program systems.

Outreach Workers

Outreach providers who work in client homes or other remote locations use their personal devices to access the internet to then access TACL Outreach business and programmatic systems via the internet. Most of the risk of allowing the use of personal devices to access TACL systems is mitigated by the fact that data is stored centrally on TACL servers, not on the personal device. Secondly, all personal devices require login credentials which limit access to the device by nonauthorized individuals.

The use of personal devices is a challenge to protecting sensitive data and an on-going review of practices is conducted to minimize risk.

Administrative and Centralized Services

TACL has 1 server that provides additional data storage for CDS. The server is located in the CDS offices.

Software

The primary software systems utilized at TACL include:

Microsoft Office 365

TACL uses the Microsoft Office 365 suite of services to support its intranet that gives access to staff for interoffice communication and collaboration on projects. The Microsoft suite includes, but is not limited to:

- Microsoft Outlook for email communications both within the TACL network and external to the network. Residential line staff have privileges to receive email from both internal and external sources but may only send outgoing email to addresses within the TACL network. This rule limits the risk of line staff sending communications from an TACL account that may be misconstrued as representing TACL's opinion. Because Outreach staff must communicate with so many parties in the community as well as internal to TACL to complete their job responsibilities, the rule concerning outbound emails external to the TACL network is not applied, but all Outreach staff members are educated on the appropriate use of TACL email accounts. The email system has been assessed as being adequate for the current needs of TACL.
- Microsoft Word, Excel, and PowerPoint this office productivity suite is provided through Microsoft Office 365 and allows all staff to read, create, and edit text documents as well as spreadsheets. The productivity suite has been assessed as being adequate for the current needs of TACL.

Financial Record Management System

TACL's financial record management system utilizes the purchased Sage software package with data gathering and storage support from Ceridian. The Finance department rates the payroll system as inadequate for TACL purposes as of October 2025.

Communication technologies

TACL's primary telephone communication system is a TELUS Communication Business Connect Voice-Over Internet Protocol (VoIP) system relying on the service to route calls and handle voice mail communication.

TACL utilizes an Internet-based digital facsimile system as its primary system for fax communications.

The current communication software system has been assessed as adequate for the current needs of TACL.

Services Purchased or Contracted

TACL utilizes TELUS Communications for Internet Access at various locations. These services have been assessed as adequate for current needs.

TACL utilizes TELUS Communications for mobile services. These services have been assessed as adequate for current needs.

TACL utilizes Cloud 9 Solutions for IT services, which include remote and on-site services. These services have been assessed as adequate for current needs.

TACL utilizes ProCreative Labs for automatic cloud-based backups and documentation. This service has been assessed as adequate for current TACL needs.

TACL contracts with Open Futures Learning for other on-line staff training services. This service has been found to be adequate for current TACL needs.

TACL utilizes Ceridian payroll services. This service has been assessed as adequate for current TACL needs.

Technology Plan for 2026

Priority Legend 1= Critical; 2= Highly Important, 3= Important

Gap	Opportunity	Priority	Projected or Actual Start Date	Projected or Actual End Date	Projected Costs	Status at the Time of this Report
Difficult to get Office 2019 installed on to new computers from Microsoft VLSC	Look to find another Office program	2	Quarter 1, 2025	Quarter 31, 2025	\$6,000.00 annual	Switched to Microsoft 365 for Non-Profits
Online staff training is restricted to third party vendors	Explore other third-party vendors and explore if any internal training can be provided online.	2	Quarter 1, 2026	Quarter 4, 2027	Unknown	Preliminary
Access to TACL IT resources is limited and challenging for staff members attempting to access assets off grounds. Additionally, current requires on-grounds terminals of higher cost and risk exposure due to data saving devices built into the terminal.	Continue developing remote access platform that will increase accessibility of assets off-grounds, reduce the need for "smart terminals" on-grounds, and increase data protection by limiting access to storing sensitive data remotely.	2	Quarter 1, 2026	Quarter 3, 2027	\$25,000	Due to time and fiscal constraints this project shall begin in 2027
Data concerning effectiveness of IT resources from staff members and other stakeholders is currently inadequate and based upon complaints and informal data collection.	Add additional questions to staff survey to gain information concerning perceptions of effectiveness of IT services for use in IT Plan assessment and improvements.	2	Quarter 3, 2026	Quarter 4, 2026	Minimal	Planning Phase

Gap	Opportunity	Priority	Projected or Actual Start Date	Projected or Actual End Date	Projected Costs	Status at the Time of this Report
	Add additional questions to stakeholder survey to gain information concerning perceptions of effectiveness of IT services for use in IT Plan assessment and improvements.	2	Quarter 3, 2026	Quarter 4, 2026	Minimal	Planning Phase
Current staff training for IT use, security, and process for requesting upgrades is not up to agency standards	Upgrade initial staff training for IT issues with an updated curriculum, training materials, specialty-based curriculum for specific staff needs, and competency-based testing.	3	Quarter 3, 2026	Quarter 4, 2026	Minimal	Development Phase
	Upgrade on-going staff training for IT issues with updated curriculum, training materials, specialty-based curriculum for specific staff needs, and competency-based testing. Increase class frequency to two times a year.	3	Quarter 2, 2026	Quarter 4, 2026	Additional staff training time estimate of \$1500	Development Phase
Look to adopting Sharevision or similar product.	Improved reporting and accessibility of information.	1	Quarter 3, 2026	Quarter 3, 2027	\$60,000 annually	Sourcing