TORONTO

STAFF REPORT
INFORMATION ONLY

Residents' Computers

Date:	March 22, 2010
To:	Advisory Committee on Long-Term Care Homes & Services
From:	General Manager, Long-Term Care Homes & Services
Wards:	All
Reference Number:	

SUMMARY

Residents' computers were first introduced in the homes in 2002. Each home was provided with a computer dedicated for residents' use. This computer allowed residents to communicate with family and friends via email, write stories or memoirs, and browse the World Wide Web. Since 2002, the resident population in the homes has changed with more residents being computer-savvy and familiar with the use of technology and computers. As a result, in some homes, the one computer for residents' use is in very high demand.

The division is exploring a sponsorship option through the Toronto Office of Partnerships (TOP) that would provide additional computers for use in the homes by the residents. In the event that the sponsorship option is not successful, then the division will make a recommendation to the Advisory Committee on Long-Term Care Homes and Services for approval to use donations account monies for acquiring additional resident computers.

Financial Impact
There are no financial implications to the operating budget arising from this report.

DECISION HISTORY
When the residents' computers were first introduced in the division, it was always the intent to assess over a period of time how widely used they were and how beneficial for resident programs related to mobility, socialization, etc. Based on the outcome of the assessment, additional computers would be acquired for those homes that had the demand and the resident population that supported it. To date, additional computers have not been acquired.

ISSUE BACKGROUND

Some homes have a large number of younger adults that make up the resident population and with their knowledge and acumen of the internet, computers and technology, there is a higher demand for the computer. There is also a higher demand in the homes that have an overall larger resident population and requests have been forwarded from the homes for additional residents' computers.

Residents with restricted mobility have difficulty using the mouse and divisional Information Technology (IT) staff is looking into touch-screen computers and other assistive devices that will enable these residents to use the computer.

The residents access the internet using the city's network, and as is the case with city staff, they are restricted from accessing those internet sites that are blocked by the city's firewall (e.g. utube, Facebook).

COMMENTS

Corporate I&T Division are in the process of installing a new network that will support computers used by the public in City locations such as the Toronto Public Libraries. This new network will still be a City network but it will not allow users to access any servers on the existing network and therefore it will not have all of the current network's restrictions. Users of the new network will be able to access some sites that are not available through the current city network and thus the residents' computers are a perfect candidate for the more publicly used network. LTC IT will transfer the residents' computers to the new network as soon as it is available in first to second quarter of 2010.

Once the existing computers are migrated to the new network, LTC will increase the number of residents' computers with touch-screen computers.

By mid-2010, the outcome of the RFP that is being issued by TOP for sponsorships will be known and LTC will proceed accordingly with the acquisition of touch-screen computers. Should there be no sponsorships available for residents' computers, a report with a recommendation requesting that funds in the homes' Donation accounts be used shall be prepared. Touch-screen computers cost approximately $1,600.00 each.

CONTACT

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