



Best Practice Guidelines

June 2019

A hard copy or link to the online version of the UPOPOLIS Best Practice Guidelines is to be provided to any persons making referrals to UPOPOLIS or who will have a User-staff account or Profile Manager account.



Best Practice Manual for Staff

User Permissions pg. 3-5

Creating Staff Accounts pg. 5-6

Examples of Staff Names on Upopolis pg. 7

Spaces pg. 8

Core Space Descriptions pg. 10-11

Sharing Personal Information pg. 11

Guidelines for Staff Interactions on Upopolis pg. 11-12

Guidelines for Adverse Events on Upopolis pg. 12

USER PERMISSIONS OVERVIEW

User Level	Description	Access
USER	All youth, mentors and KHLF volunteers are users.	<p>Access to:</p> <p>User walls only when friends with that user</p> <p>Can view spaces that they are a member of</p> <p>Can join any space that is public</p> <p>Can join a private space that they are invited to</p>
USER – STAFF ACCOUNT	<p>Staff/adults may also be users if they do not need access to the profile list (to edit, activate, deactivate users) and they will not be registering new users.</p> <p>Staff accounts will have access to spaces and users associated with their hospital or organization</p>	<p>Access to:</p> <p>User walls only when friends with that user</p> <p>Can view spaces that they are a member of</p> <p>Can join any space that is visible from their hospital or private group space and is public</p> <p>Can join a private space that they are invited to that is connected to their hospital or organizations users or space</p>
UPOPOLIS APPROVED ONLINE REFERRER	<p>Does not have an account on Upopolis</p> <p>If an account on Upopolis is held by a Upopolis Approved Online Referrer</p>	<p>Access to:</p> <p>No access</p>

	the account would be a User Staff Account (see details above in this chart).	
<p>PROFILE MANAGER (Role being phased out with the introduction of online referral process/ restricted to original Canadian sites)</p>	<p>Profile Managers must be staff members of Upopolis hospital/community partners. A user can only be upgraded to a Profile Manager by an administrator. A Profile Manager has access to the Profile Manager section of Upopolis (profile list & generate registration key)</p> <p>Profile Managers receive daily reports on the activity in the spaces of which they are space administrators.</p> <p>Superusers attached to a main Upopolis hospital/community space will additionally receive reports on the activity of any user in that space, across the entire Upopolis site.</p> <p>Superusers can choose to add a staff member and make them a Profile Manager with the understanding that they receive a copy of this best practices document and understand the role of the Profile Manager</p>	<p>Access to: Hospital/ Organization Specific Profile list (edit, activate, deactivate users)</p> <p>Generate registration key</p> <p>Can see any users' wall</p> <p>Can view spaces that they are a member of</p> <p>When registering new users – they can only give users access to spaces they are a member of (once on the site, users can add any public space to their list of spaces)</p>
<p>DOMAIN ADMINISTRATOR (Assigned only to Upopolis Manager, Program Coordinator, UKNOW Coordinator and TELUS)</p>	<p>Administrators have access to everything on Upopolis. Currently, there is a domain administrator from KHLF and one from Telus to</p>	<p>Access to: Profile list (edit, activate/deactivate, delete accounts)</p>

ADMIN)	<p>maintain safety and security on the site</p> <p>Administrators receive copies of all reports that occur across the site and are reviewing these reports 7 days a week</p>	<p>Profile report</p> <p>Generate registration key</p> <p>Can see any users' wall</p> <p>Can see and access ALL spaces (no need to be a member)</p>
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Current Domain Administrators on Upopolis (2019)

*You can use the search engine at the top of the site to search and add these domain administrators to your friend list

- **Krista UPOP PROGRAM MANAGER**
- **Jessica UPOP PROGRAM COORDINATOR**
- **TELUS ADMIN**

CREATING STAFF ACCOUNTS

A Upopolis staff account can be at either the “user” or “Profile Manager” level. All accounts (staff or youth) are user accounts when originally created. Staff who will need access to the profile list and will generate registration keys will need to be promoted to a Profile Manager by an administrator (this role is being phased out in 2019). Staff can contact Krista UPOP PROGRAM Manager through Upopolis or at krista@kidshealthlinks.org to request that a staff member(s) have an account create. These staff accounts are to be used only in probate groups connected to the staff persons organization (e.g. a group facilitator). Staff accounts are to contain the following:

Proper title in ALL CAPS following their first name

Step 1: Registration Window

Assign the staff member to only the spaces they need to be part of and will need access to when they are registering new users (Profile Managers can only add users to spaces of which they are a member of)

Fill out the first name field as you want it to appear on the site

Example: John SICKKIDS CARDIOLOGY
 Alix SICKKIDS YAC LEAD
 Heather MCMASTER CHILD LIFE

Ensure the last initial does not appear in their user name

You have to put a character in the last name field, so use a period “.” (only the first initial of the last name shows up on the site). All staff appear on the site with their first name in lowercase and the hospital/community organization and clinic in uppercase.

Remove their age but changing DOB

Put their date of birth as a future date (DOB in the future do not show up on the site). For example, 01/01/2050. Their title in ALL CAPS indicated the user is over 19 years old.

Ensure their email address is correct – if they will be getting daily reports, they are delivered to the email address associated with the account.

Step 2: After Registration Key is Emailed

If you want the staff member to remain on the site with only user level permissions, you do not have to do anything further

If you want the staff member to have Profile Manager level permissions, contact Krista Upopolis Program Manager to request that their account be upgraded (superusers at each hospital/community program must put this request forward)

EXAMPLES OF STAFF NAMES ON UPOPOLIS

- User- Staff Accounts

First name in lowercase (if a specific person is approved to have an account)
followed by name of hospital in caps + role

Example: Shaindy SICKKIDS CHILD LIFE

It is recommended that child life programs have one account either at the user level to maintain the hospital or organization space

Example: SICKKIDS CHILD LIFE

If a program decides to have individual accounts for child life specialists, first name should be in lowercase followed by hospital child life program in caps.

Example: Riann SICKKIDS CHILD LIFE

Example: Marissa SICKKIDS CLICK PROGRAM

1) Hospital Programs

Name of hospital followed by program in caps. If a program decides to have an individual assigned to the account, the same rules apply.

Example: SICKKIDS CHRONIC PAIN CLINIC
Andrea SICKKIDS SLEEP CLINIC

2) KHLF or TELUS Staff

Name of staff in lowercase followed by role in caps

Example: April KHLF PROGRAM MANAGER
TELUS ADMIN

3) Other Hospital Staff

If a hospital superuser wants to give access to Upopolis to other staff members, they must be identified by their first name in lowercase followed by the hospital and staff role in caps.

Example: Joe SICKKIDS CARDIOLOGY NURSE

All staff members who become part of Upopolis with an account should have a copy of the best practices manual and the administrator's guide to Upopolis if they are a program manager. Domain administrators reserve the right to deactivate staff accounts who do not follow the recommended guidelines. In such a case, the hospital superuser will be notified who created the staff account. If the staff member leaves the organization, they should notify their superuser to have their account deactivated. KHLF staff complete an audit once a year to ensure all staff with accounts are active employees of their organization.

SPACES

Anyone with an account can create a Space on Upopolis

Users who create a space are the administrators of that space. They can edit content, delete content, add photos, invite users to their space, remove users from their space, etc. Profile Managers receive daily reports via email on the spaces they create as well as reports for any space created by users in their hospital space. Hospital superusers are automatically attached to their hospital space and will receive reports on any space created by a user in their hospital space. **USERS DO NOT RECEIVE REPORTS – ONLY PROFILE MANAGERS RECEIVE REPORTS.**

Users and Profile Managers can only see spaces that they are members of. Domain administrators can view and access content on any space on Upopolis even if they are not a member.

Hospital Space Content

It is recommended that all hospital superusers or a designated staff member design their hospital spaces with the following standard content.

- a) Hospital name should be in lowercase, first letter capitalized
- b) Space avatar should be a photo of the hospital or hospital logo for easy identification
- c) Topics tool activated by going to Application – Install Topics

Suggested use of Topics tool:

- a) Post child life activity or events calendars
- b) Links to information about the hospital (history, lounges, child life program, creative arts therapy, CCTV, etc.)

- c) Advertise hospital wide special events

Reserved Terms for Spaces

The following words or parts of are reserved for use by KHLF. Space development, content create and links referenced are reviewed and led by KHLF. Select spaces may have an identified youth lead. All users are invited to post on the space wall created by the Upopolis team, with the exception of read only spaces.

- UPOPOLIS/ UPOP/ UPOPPER- reserved for use by KHLF.
- U- reserved for use by KHLF for skill building and medical related spaces, programming initiatives, volunteer roles and communication tools.
- Ending in "OPILIS"- reserved for use by group initiatives led by the Upal and Umentor teams.
- CREW- reserved for diagnosis related spaces created by KHLF, may have an identified youth led.

CORE SPACE DESCRIPTIONS

The following spaces are suggested spaces to attach users to at registration

Upopolis Spaces	Why would users want access to that space?	Notes
UPOP MAIN SPACE	Over 200 members across Canada are in this space. If you want your users to connect to other youth across Canada – make them part of this space when you register them	This space is a public space and can be joined by any user (if they are not signed up to this space at registration)
Hospital/Community space	<p>All new users must be signed up to at least one hospital/community space.</p> <p>This is how they are followed throughout the system through reports. For example, any user signed up at SickKids must be part of the SickKids hospital space in the registration window</p>	All users must have a “home” space that should be the hospital/community organization who granted them an account on Upopolis.
Uknow Medical Content & Resources	This space is run by KHLF and contains our Uknow videos, descriptions of medical diagnoses and unfamiliar terms and information about basic tests and procedures	
Ucope	This space is run by the KHLF and contain videos and resources to promote healthy coping skills.	
Ask Jes! Your Uknow CCLS	This space is run by KHLF and invites users to ask questions related to their diagnosis or hospital experiences.	Facts and resources will be shared by Upopolis CCLS. Youth questions or requests will be directed to site super user when appropriate.
Crew Space	These spaces are run by the KHLF with the support of a youth lead. Spaces contain	

	resources and links related to specific diagnosis. Member list helps to connect users with similar diagnosis.	
Tips & Tricks for Upoppers	Katrina is our Upop Mentor and runs this space to help users navigate Upopolis. She posts photos and videos about how to use different features on Upopolis	

SHARING PERSONAL INFORMATION

Information shared on Upopolis by staff and volunteers should follow the same guidelines as working in the hospital environment with patients and families. Upopolis is not a place to share personal information, emotions or opinions. Staff and volunteers are not to publish, post or release any information that is considered confidential to the public (outside of Upopolis). Staff with accounts on Upopolis should post photos and content that is professional and related to their position at the hospital. Photos posted from activities at the hospital should be those in which patients in the picture have signed a hospital consent form and/or verbal permission has been given from everyone in the photo. If you have any questions about whether or not to post a particular photo, please feel free to email a domain administrator or your hospital super user to check in.

GUIDELINE FOR STAFF INTERACTIONS ON UPOPOLIS

1. Staff users and profile managers may join any public spaces and youth led private spaces they are invited.
2. Friend requests initiated or accepted by staff with youth /users are limited to youth from the hospital/ organization staff are associate with outside of Upopolis.

3. Staff communication with youth/users is to take place on user walls, space walls, or in group chat.
4. Staff users/ profile managers are welcome to accept or request to be friends with other staff on Upopolis.

GUIDELINE FOR ADVERSE EVENTS ON UPOPOLIS

An adverse event is defined as any content posted to Upopolis that creates concern for the safety of any Upopolis user or the imminent harm to oneself or to others

In the situation of an adverse event, the following guidelines are recommended:

1. Anyone who sees an adverse event situation on Upopolis is to immediately click on the "report abusive content" button on the post (this will make the post temporarily disappear so it can be reviewed by administrators)
2. KHLF admin staff who have domain admin access to Upopolis will immediately email the superuser of the hospital from which the user was registered. The user will also be contacted through messages on Upopolis and through the email address attached to their Upopolis account to ensure the user is safe and if any assistance can be provided.
3. Once the superuser or designated staff person is contacted, responsibility for contacting the user further resides with the policy of the hospital/community setting for adverse events
4. In 2018, new youth and their families have been asked to provide an emergency contact name and number. The Upopolis team will use this contact information for adverse events that put the youth at immediate risk (e.g. suicidal ideation)

It is recommended that the pledge forms at each Upopolis partner institution be adapted to include a mandatory "emergency contact" field that includes the name of an emergency contact, phone number and email. To be adjusted by TELUS: Profile List should include emergency contact information. Edit my profile section of each user should also display emergency contact information but should not be able to be deleted by user - there should be an area next to the emergency information that allows them to email support@upopolis.com in order to request a change in emergency contact information if needed.

Note: All staff users/ program managers are asked to join the Super User & Staff Resource space, for access to current Upopolis documents and collateral.