



CityLAB Project Agreement 2020-2021

The role of the project agreement is to document the expectations for the project, define objectives, clarify constraints or limitations, and outline responsibilities to ensure clarity for the project. CityLAB can help you and your partner complete this document, feel free to reach out for help! Email us at Patrick.Byrne@hamilton.ca

Project Title:
 Is this project continuing from a previous CityLAB project?
 Yes
 No
 If yes, what was the project title:

City staff details

City staff name: Jenn Hohol
 City staff email:
 City staff phone number:

Instructor and student details

Instructor name: Dr. Zobia Jawed
 Instructor email:
 Instructor phone number:
 Course name: Master’s Engineering Design Project (October-August)
 Number of students: 2
 Student names (if known):

Project Description (what is the problem you are trying to solve and what is the context?)

 If applicable, use the original challenge description found on www.citylabhamilton.com/challenges. Please make any changes as needed or simply leave as is.

The City of Hamilton operates two long-term care homes – Macassa and Wentworth Lodge. Staff at the Lodges have identified that there is a need to improve the way in which information is communicated to families about residents in long-term care. With the presence of COVID-19, it is more important than ever that long-term care homes are keeping open communication with families on the status of the homes. It is also important to look for new and creative ways to connect families with their loved ones while still maintaining the safety of all residents, staff, and family members. The Lodges are interested in exploring opportunities to communicate with families in real time – for example through activity

	<p>calendars where family members can see the activities their loved ones are engaged in daily.</p> <p>The end goal for the Lodges would be to implement an electronic platform that allows families to better connect and engage in the lives of their loved ones in long-term care facilities at the City. The Lodges see students being able to successfully support this project by conducting primary research into the communication needs and desires of families and residents including the type of information, frequency of communication and delivery methods. It is also envisioned that students would play a role in conducting secondary research on best practices and available technology options with a business case for recommendations based on outcomes of research. Development or implementation of any technical solutions would be out of scope.</p>
<p>Challenge summary (summarize the challenge in plain language)</p> <p>If applicable, use the original challenge summary found on www.citylabhamilton.com/challenges. Please make any changes as needed or simply leave as is.</p>	<p>What are the design components of an electronic tool to better engage in the lives of their loved one in LTC facility?</p>
<p>In Scope (from original project description)</p> <p>Clarify the particular elements that you will be taking on in this project. The more particular the better!</p>	<p>Gap analysis on existing smart technologies and how they can be improved</p> <p>Use gap analysis and results of project #1 and #2 (as available) to inform electronic tool development</p> <p>Development of electronic tool (app, website, any other smart technology)</p> <p>Pilot scale and collect feedback from stakeholders for design improvements for technology that is created</p> <p>A up to \$5,000 contribution would be set aside for technology testing and development (pending GM approval)</p>

<p>Out of Scope (from original project description)</p> <p>Clarify the particular elements that this project won't take on. Be explicit, even if it might seem obvious!</p>	<p>Implementation plan</p>
<p>Background Research (what research will be required to pursue the challenge?)</p>	<p>Research on smart technologies Research on Issues surrounding connecting with Loved ones in long-term care facilities Review Project 1 and 2 findings</p>
<p>Goals (what are the objectives you aim to achieve within the timeframe?)</p>	<p>To develop a tool/app that could be used by families and their loved ones in the long-term care facilities</p>
<p>Timelines (Planning, Implementation, Installation, Report, Presentation, Reflection)</p>	<p>Student Recruitment: September Project Starts: October Background/Planning: October to November Jurisdiction Scan: December to February Design for app/website/tool: March-June Design Improvements with Stakeholders: July-August Project Report: August Final tool/app/website: August</p>
<p>Learning Objectives</p>	<p>To support development of a website/app/or a tool.</p>
<p>How we will work together</p>	<p>Meeting Frequency: Initially biweekly then monthly</p> <p>Communication: e-mail, Zoom Platform, WebEx</p> <p>Conflict Resolution: Faculty lead and City Staff communicate to resolve any conflicts</p>
<p>Roles</p>	<p>Students: Responsible for completing the project and submitting deliverables</p> <p>City Staff: Providing data and stakeholder input</p>

	<p>Instructors: Supporting Students and Reviewing work, Facilitate discussions between students and stakeholders</p>
	<p>Stakeholders: City of Hamilton Facilities and Information Technology</p>
<p>Project Deliverable for the City of Hamilton</p>	<p>Alignment with City of Hamilton Strategic Priorities:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Community Engagement and Participation <input type="checkbox"/> Economic Prosperity and Growth <input checked="" type="checkbox"/> Healthy and Safe Communities <input type="checkbox"/> Clean and Green <input type="checkbox"/> Built Environment and Infrastructure <input checked="" type="checkbox"/> Culture and Diversity <input type="checkbox"/> Our People and Performance
	<p>Deliverable(s) (e.g. size and type): Electronic platform Associated briefing note on how the tool can be used</p>
	<p>Where will the work go and what will it be used for: The City of Hamilton would like to make the electronic platform available to all residents and families across the two long term care homes. The associated briefing note on how the tool will be used will be used as a communication tool to inform leaders and staff about the electronic platform and be the basis for the development of any training material that may be required for staff, residents or families.</p>

Please submit your project agreement to CityLAB by emailing to Patrick.Byrne@hamilton.ca before September 1, 2020 for Fall semester projects.