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: Karen Dieleman Instructor email: Instructor phone number: Course name: CTS 410 Core Capstone Experience Number of students: 5 or 6 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

	calendars where family members can see the activities their loved ones are engaged in daily.
Challenge summary (summarize the challenge in plain language) If applicable, use the original challenge summary found on www.citylabhamilton.com/challenges. Please make any changes as needed or simply leave as is.	How can we create an electronic platform for families to better engage in the lives of their loved ones in long-term care facilities at the City?
In Scope (from original project description) Clarify the particular elements that you will be taking on in this project. The more particular the better!	In scope elements include: ● Primary research into communication needs and desires of families and residents including the type of information, frequency of communication and delivery methods ● Primary research will be conducted through engagement with long-term care residents, families and Family Council ● In-person engagement with residents and families will be facilitated by LTC staff. Virtual engagement will be conducted between students and Family Council. ● Engagement may take place in the form of surveys, focus groups or key informant interviews as agreed upon by Redeemer and the City of Hamilton ● Recommendation report from students to City of Hamilton summarizing findings from primary research
Out of Scope (from original project description) Clarify the particular elements that this project won't take on. Be explicit, even if it might seem obvious!	Out of scope elements include: ● Secondary research on best practices or existing technology used in long-term care settings ● Gathering of technical requirements for technology solutions ● Development of technology solutions ● Implementation of technology solutions
Background Research (what research will be required to pursue the challenge?)	Potential research that will be required to achieve the outcomes defined in the scope of

	this project will focus on primary research design, data collection and data analysis.
Goals (what are the objectives you aim to achieve within the timeframe?)	Project objectives include: ● Primary research design and data collection on communication needs of residents, families and Family Council in City's long-term care facilities ● Analysis of data collection ● Written recommendation report and presentation, including executive summary, summarizing findings of primary research
Timelines (Planning, Implementation, Installation, Report, Presentation, Reflection)	**September:** Match group, get grounded in project, develop team charter, plan primary research design and data collection strategy **October:** Collect and analyze data **November:** Complete analysis of data; prepare report with recommendations **December:** Finalize report and presentation; present at CityLab
Learning Objectives	**Students will:** ● Develop a sense of care for the vulnerable ● Understand the value of effective, creative and timely communication for wellbeing and trust ● Develop/use skills in data collection, analysis, reporting and recommending ● Practice oral and written communication skills
How we will work together	Meeting Frequency: Initial, midway, and near-completion meetings between City staff lead and students. Additional check-ins scheduled as necessary with student group leader.
	Communication: Virtual meetings will be held between City of Hamilton staff and students as per the meeting frequency identified. Regular

	communication between students, staff and faculty between meetings are welcomed by phone or email as needed. One student from the group will be designated as the point of contact with City staff to handle all communication processes.
	Conflict Resolution: Conflicts will be addressed in a timely, professional manner during scheduled meetings or, if required, via an additional meeting. Students will seek guidance and support from instructor and/or City staff as appropriate.
Roles	Students: Complete work as per defined in project scope. Flag any challenges to achieving project outcomes to both Faculty and staff and participate in troubleshooting any challenges that may arise.
	City Staff: Work with Faculty to support students in successfully achieving outcomes in scope of project and troubleshooting any challenges that may arise. This includes providing guidance around project expectations, participating in meetings and assisting with connecting students to residents/staff as required.
	Instructors: Work with City of Hamilton staff to support students in successfully achieving outcomes in scope of project and troubleshooting any challenges that may arise. This includes teaching teamwork skills; providing weekly supervision to students in project management; providing feedback on progress; and facilitating connections with City staff.
	Stakeholders: Residents, families and the Family Council will engage in primary research activities conducted by students.
Project Deliverable for the City of Hamilton	Alignment with City of Hamilton Strategic Priorities:

	☒Community Engagement and Participation ☐Economic Prosperity and Growth ☒Healthy and Safe Communities ☐Clean and Green ☐Built Environment and Infrastructure ☒Culture and Diversity ☐Our People and Performance
	Deliverable(s) (e.g. size and type): ● Data collection on communication needs from residents, families and Family Council ● Written recommendation report and presentation, including executive summary, summarizing findings of primary research
	Where will the work go and what will it be used for: The recommendation report will be reviewed by the leadership team at the City's long-term care facilities and will be used to inform decisions on the best technology solutions to implement to support the communication needs of long-term care residents and families.

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