TECH TIMES

News and Updates for the
TECHNOLOGY PROGRAM
@ Horizon House

Message from Mike

Mike Ostrem
*Chief Financial
& Technology Officer*

"**Technology.**" How many of us get a warm feeling when that word is mentioned? I sure don't. Remember VCRs, those TV recording devices that flashed the number 12:00 constantly, no matter how hard you tried to change the time? While taking my old VCR to Value Village, the attendant asked me if it still flashed 12:00? Yep. Bad technology is like that—it annoys more than it helps. But think about automatic garage door openers. You push a button and the garage door goes up without you leaving the car. Now that's good technology. And it's what we want technology to be at Horizon House—a way to get things, do things, or to connect to people in an easy, annoyance-free way, without too much relearning. One of our early technology projects is an in-house website for residents and staff—we're calling it Horizon House Connect. At first it will contain online directories and calendars of events; in the future it will offer more services and features. You'll decide if you want to use the Horizon House Connect website or if you prefer the traditional method of accessing this kind of information—paper isn't going away.

How many of us get a warm feeling when the word "community" is mentioned? Probably more than when technology is mentioned! Community is a core value at Horizon House, and one of our goals is to use technology to enhance the connections among people, events, and activities to foster community. Like the garage door opener, we want our technology to be so straightforward that the most you'll have to know is what button to push to get what you want.

But again, like the garage door opener, you don't want just anyone to have it or people will have access to things they shouldn't. This is why our new Horizon House Connect website will have privacy features that you control, to limit access on your terms. Only you can let people into your "garage" to see your directory information, or calendar of events, or interests. For those who are so inclined, there will be an opportunity to share information, events, and interests with like-minded others. Such connections may inspire new friendships, groups, clubs, or committees—or simply a renewed appreciation for your community of fellow residents.

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For now, there is nothing to see, push, or shake, but there soon will be. As our projects unroll we hope that they provide an opportunity to experience the results of "technology" without the burden of having to understand everything behind it. As a tech friend of mine always reminded me when we were developing **applications**, "It is the hole we want, not the drill bit."

All best, Mike

HORIZON HOUSE TECHNOLOGY PROGRAM

TECHNOLOGY PROGRAM MISSION
Horizon House provides innovative, integrated, and efficient information management systems and communication tools that enrich the quality of life for residents and staff.

STAFF   RESIDENTS   COMMUNITY

TECHNOLOGY PROGRAM VISION
Horizon House is a recognized leader among senior communities for comprehensive technology solutions serving residents, staff, families, and the broader community.

INNOVATION STEWARDSHIP INTEGRITY
ACCESSIBILITY EFFECTIVENESS CONNECTION

HORIZON HOUSE CONNECT WEBSITE:
Online Directories and Calendars

- We've begun development of the Horizon House Connect website—the new internal website (for staff, residents, and eventually families and other groups) that will host our online calendars and directories. We've built a test version of the site and some staff, residents, and families are trying it out to determine how well it works and how user friendly it is. Once testing is complete and findings are incorporated in the website's design, the first public version of Horizon House Connect will be available to residents and staff late in the third quarter. Eventually, the website—which is private and **password-protected**—will be used for online reservations, work orders, newsletters, and much more. These additional items will be added in 2015 and beyond. For now, we're focusing on the best possible calendar and directory experience. Stay tuned.

INTERNET ACCESS SPEED (Bandwidth)

- In order to better serve the needs of residents and staff in the years to come, we will need more bandwidth—greater capacity and faster Internet access—at Horizon House. We have completed an audit of our bandwidth requirements and have chosen an Internet access technology that will allow us to scale up as we grow. We've chosen a technology known as **fiber optic cable** or **"fiber"** which allows for much more resident and staff bandwidth than we will need for a long time. It will take between four to six months to get this fiber to our building because construction is required. This work will be done by the fiber provider, not us. We anticipate completion of this project by late in the third quarter or early in the fourth. When fiber is in place, we can proceed with our plans to implement Wi-Fi throughout the facility.

WIRELESS ACCESS (Wi-Fi)

- **In All Public Spaces** Wi-Fi, wireless access to the Internet, is becoming an expected service at nearly every public place you visit, and Horizon House is no exception. We want to allow our staff, residents, and guests to be able to use their **mobile devices** throughout the entire facility. We have just completed a survey of the building, and we now know that 15% of our public space isn't covered and where these areas are. We have chosen a technology and estimate completion by year end.

- **In All Apartments** Along with Wi-Fi in all public spaces, we view Wi-Fi in all resident apartments as a basic "utility," like phone and cable. We have investigated multiple technologies that are capable of serving our needs and have selected a technology and a vendor. We anticipate that we will be able to implement this beginning in the fourth quarter, after we have finished the project to increase the bandwidth coming to Horizon House.

ELECTRONIC HEALTH RECORDS

- Our electronic health records project is well underway. In May and June, we looked at a variety of systems, and we're in the process of making our selection. We are planning to implement secure, privacy-protected electronic health records in the third quarter and make any final changes to the system in the fourth quarter.

QUESTIONS & ANSWERS

In forthcoming issues of Tech Times, *we'll highlight a question sent to us via the Technology Program Input Form. Here's one that many residents may be wondering about.*

Q: What is the relationshp of Wi-Fi in all apartments and the Comcast Internet I currently have? Would I have to keep it?

A: You wouldn't HAVE to keep your Comcast service, but you could if you want to. For example, if you want to keep your Comcast email address, you'd have to retain Comcast as your **Internet service provider (ISP)**.

ELECTRONIC PRIVACY and SECURITY:
What's the Difference and What Safeguards Can We Put in Place?

The issues of online privacy and security have made headlines lately—problems with unauthorized individuals gaining access to confidential information. Safeguarding your information is a top priority at Horizon House.

What do we mean by privacy and security?

Privacy is ensuring that individuals retain control over their own information, including what information is collected, how it is used, who is able to use it, and who maintains it. The most important privacy components are a **user name** and a strong **password**, combined with organizational policies controlling who has access to what. If your privacy is compromised you could experience a range of consequences, from an increase in email **spam** to **identity theft**.

Security is preventing access to information by unauthorized persons, including any unauthorized viewing, copying, alteration, or destruction of that information. The most important security components are technology tools such as firewalls and protection against **computer viruses.**

How are we safeguarding your information?

The Horizon House technology team is constantly working to upgrade our security and protect your privacy. On the **security** front, we use the latest technology tools to prevent unauthorized access to our systems. These include **hardware** tools like firewalls, as well as various policies detailing how we respond to security incidents, how we use **anti-virus software** protection for corporate systems, and many more.

On the **privacy** front, Horizon House policy allows only authorized users access to your electronic information. For example, no one will have access to your medical records without proper authorization, nor will we share other identifying information, such as contact numbers or biographical data, without your permission. In our Horizon House Connect website, we'll be protecting your privacy by requiring anyone who wants to access the site to **sign in** and **sign out.** The website will also allow you to determine exactly what information you want to share. For example, you may want to share your interests, but you may not want to share your cell phone number. We're building Horizon House Connect so that this is possible.

What are your questions about the Technology Program?

Please let us know what your questions are by filling out the enclosed Input Form. Return forms to the wall slot located the farthest from the entrance to the Message Center, on the south wall (the same slot used for Resident Surveys), or email your questions to techvision@horizonhouse.org.

INPUT FORM
for the Horizon House
TECHNOLOGY PROGRAM

Let us know what's important to you!

Use this form for your questions, comments, and ideas—and feel free to use the reverse side. Return your form to the box in the Message Center, or email your input to techvision@horizonhouse.org.

Your Name _____

Your Department or Family Member _____

Your Email or Phone Number _____

Please return your form to the box in the Message Center,
or email your input to techvision@horizonhouse.org.

GLOSSARY of TERMS

We will add new terms to the Glossary in each issue of Tech Times. *Because of space constraints, we're unable to print the entire Glossary in each issue. Please contact **Hollis Palmer (hollisp@horizonhouse.org; x2776)** if you'd like a copy of the most complete and up-to-date version of the Glossary.*

GLOSSARY of TERMS

anti-virus software Anti-virus software is an application installed on your computer to protect you from computer viruses.

application A software program that runs on your computer's basic operating system. Browsers, e-mail programs, word processing programs, and games are all examples of applications.

computer virus A computer virus is an unwanted program that runs on your computer and performs some type of harmful activity, such as modifying files or stealing personal information. To protect your computer be sure to run anti-virus software.

fiber optic cable or **fiber** A technology that moves data quickly from one place to another. Fiber is the way we'll bring Internet data into Horizon House.

hardware The physical parts of a computer—its internal components, as well as external components like the keyboard or monitor.

identity theft When an unauthorized person steals your private data to take an action in your name.

Internet service provider (ISP) When you access the Internet, you do so through a "service provider," who brings Internet data to your computer. Currently Comcast and Horizon House DSL are our residents' Internet service providers.

mobile devices Mobile devices are computers that you can take with you, including everything from laptops to tablets, such as the iPad, and smart phones, such as the iPhone.

password A word or phrase that you invent, consisting of a sequence of letters, numbers, and/or symbols, which permits access to your information. A password is intended to protect your information and should not be shared. A so-called "strong" password uses a mixture of characters that would be difficult to predict.

password-protected A computer or website is password-protected when you need to enter a user name and password in order to use it. Our Horizon House Connect website will be password-protected.

privacy Ensuring that individuals retain control over their own information, including what information is collected about them, how it is used, who is able to use it, and who maintains it. The most important privacy components are providing individual credentials that include a user name and a strong password, combined with organizational policies that govern who has access to what.

security Preventing access to information by unauthorized persons, including unauthorized viewing, copying, alteration, or destruction of that information. The most important security components are technology tools such as firewalls and protection against computer viruses.

sign in and **sign out** The process of entering an assigned user name and password to access a website and properly closing a website when work is completed.

software A general term referring to a computer program that instructs the computer to perform a set of specified tasks—basically a tool you use on your computer to get things done. Examples are Microsoft Word or Excel. Software is "installed" on your computer, meaning that it is placed there for you to use.

spam Email that you didn't ask for is called "spam."

URL The uniform resource locator, usually abbreviated as URL, is also known as a web address. The URL for our new internal website is www.horizonhouseconnect.org.

user name A name, made up of a unique sequence of characters, that is used to identify a specific user. Combined with a password it allows access to a computer system, computer network, or online account. Although unique, the user name is not secure and can be used by an organization to maintain a list of authorized users.

Web browser or **browser** A browser is a software program that runs on your computer and that you use to view and interact with websites. Common browsers are Microsoft Internet Explorer, Apple Safari, Google Chrome, and Mozilla Firefox.

GLOSSARY of TERMS