



HIFIS HOW TO: PROMOTING HEALTHY PRACTICES IN AN OUTBREAK

The great thing about instant messaging during a crisis, such as the COVID-19 outbreak, is that you can reach people quickly to conveniently broadcast crucial information. Instant messaging in HIFIS allows messages to go directly to the people who need them in real-time, with record-keeping capability. As a web-based tool, HIFIS helps organizations and staff that are off-site to stay connected using HIFIS. HIFIS offers Bulletins, Broadcasts, Messaging, and Watch Concern functions that are tied into the database to keep workers informed.

This *HIFIS How To* resource outlines how HIFIS can help promote healthy practicing during the COVID-19 outbreak. It is meant to be a companion document to the Canadian Alliance to End Homelessness (CAEH) one-pager called “Promoting Healthy Practices”, which includes additional information and guidance.

1. [Make your staff aware of COVID-19 measures using HIFIS Bulletins](#)
2. [Mass alerting about an urgent situation using HIFIS Broadcast](#)
3. [Setting a Watch Concern](#)
4. [Useful Information](#)
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1. MAKE YOUR STAFF AWARE OF COVID-19 MEASURES USING HIFIS BULLETINS

Promoting healthy practices can limit the spread of COVID-19. The HIFIS Bulletin function can help promote healthy practices within your community network, such as encouraging proper handwashing and ways to encourage physical distancing. Daily reminders to staff about these key practices or to announce that a common area will be disinfected helps support daily operations. HIFIS Bulletins can also be used to rapidly communicate newly available spaces to accommodate the requirements of physical distancing (e.g., recreation facilities, hotels or other units).

HOW TO CREATE A BULLETIN

1. Select **[Bulletins]** from the **[Communications]** tab
2. Click **[Add Bulletin]**
3. Once on the **Add Bulletin** page, insert information (fields marked with * are mandatory)
4. Click **[Save]** or **[Send to all providers]**

*Note: A bulletin is displayed on the **Welcome to HIFIS** landing page when a user logs in. It will be displayed between the start date and end date selected when the bulletin was created. All bulletins are saved unless deleted by the user.*

For more information, see page 82 of the [HIFIS User Guide](#) or contact the [HIFIS Call Centre](#).



2. MASS ALERTING ABOUT AN URGENT SITUATION USING HIFIS BROADCAST

In the homelessness sector, the unexpected can happen at any time. HIFIS Broadcast messaging allows critical alerts to be sent to all HIFIS users that are logged in. For instance, you can send a message to all HIFIS users letting them know that a location will need to be closed for disinfecting due to the presence of a client with an active COVID-19 infection or to mobilize a team when there is a critical situation. When a broadcast message is sent, all HIFIS users who are logged in will immediately see an orange notification on the top right corner of the screen. The notification will be seen by HIFIS users up to two hours after the broadcast, even if they were not logged in when it was initially sent.

HOW TO CREATE A BROADCAST MESSAGE

1. Select [**Broadcast**] from the [**Communications**] tab
2. Enter the subject
3. Type the content of the broadcast message in the **Message** box
4. Click [**Send**]
5. All logged in HIFIS users will immediately receive an orange pop-up window displaying the message

Tip: The message remains displayed as long as the user does not hover the mouse cursor over the notification. A broadcasted message is not saved.

For more information, see page 82 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).

3. SETTING A WATCH CONCERN

There may be a need to alert frontline workers or case managers about clients for various reasons. For example, in the context of COVID-19, it may be important to identify that a client is exhibiting symptoms or certain safety protocols are not being followed and additional precautions need to be taken. One way to alert workers is to apply a Watch Concern to the client’s file.

HOW TO CREATE A WATCH CONCERN

1. In the [**Front Desk**] menu, select [**Clients**] or search for the client in the **Client Search** bar.
2. Select the client by clicking on the name in the **Client List** page
3. Click on [**Client Information**], then select [**Various Factors**]
4. Click on the [**Watch Concerns**] tab, then [**Add Watch Concern**]



5. From the **Watch Concern** page, insert information (fields marked with * are mandatory)
6. Click **[Save]**

Tip: A Client Alert will appear under the client’s profile and will remain until the end date that was entered.

Client Alerts



For more information, see page 32 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).

4. USEFUL INFORMATION

- This document is part of a COVID-19 series of HIFIS How To resources. Other resources in this series include:
 - [Managing Admissions and Transactions in an Outbreak](#)
 - [Finding and Securing Housing in an Outbreak](#)
 - [Home Visits in an Outbreak](#)
 - [Preventing Eviction in an Outbreak](#)
 - [Tracking Health Issues in an Outbreak](#)
- To support a timely and an effective community response to the COVID-19 outbreak, flexibilities were introduced under Reaching Home program. They can be reviewed in the [updated Directives](#).
- Visit the [Canadian Network for the Health and Housing of People Experiencing Homelessness, the CAEH](#) or the [Homelessness Learning Hub](#) websites for resources on how the homeless sector can respond to a COVID-19 outbreak.
- Visit the [Public Health Agency of Canada’s](#) website for [guidance for providers of services for people experiencing homelessness \(in the context of COVID-19\)](#).

5. HIFIS SUPPORT AND STAYING CONNECTED

- Have feedback or a “HIFIS How To” tip to share with your peers? Contact the HIFIS Client Support Centre by **email**: support@HIFIS.ca or **phone**: 1-866-324-2375.
- For questions about HIFIS, refer to the [HIFIS Toolkit](#) or contact the HIFIS Client Support Centre by **email**: support@HIFIS.ca or **phone**: 1-866-324-2375.
- To receive the **HIFIS Newsletter** send a request to sign up by **email**: info@HIFIS.ca.