

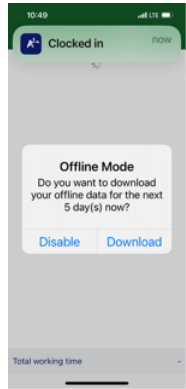
<b>SOP Name:</b>	AlayaCare Downtime Procedures
<b>Effective Date:</b>	February 17, 2026
<b>Next Review Date:</b>	February 2027
<b>Revision Dates:</b>	February 17, 2026
<b>Related SOPs, Directives, Policies, &amp; Forms:</b>	e-Health Downtime Policy
<b>Other References:</b>	AlayaCare Support
<b>Owner:</b>	Kimberley Wood


<b>Purpose:</b>
<p>Outlines the procedures for staff to follow in the event of an unscheduled or scheduled downtime that affects the entire information technology application.</p> <p>To guide the Home-Based Care Team members in procedures related to downtime communication to promote safe client care and minimize service interruptions during a downtime event (scheduled or unscheduled).</p> <p>To ensure timely notification and updates are provided to the Home-Based Care Team members during a downtime event (scheduled or unscheduled).</p>

<b>General Introduction:</b>
<p>This document outlines the procedure for staff to follow in the event of an AlayaCare downtime.</p> <p>Communication procedures during scheduled or unscheduled downtime have been shown to be of key importance for continuity of care and services. The downtime communication procedure is to be used during all downtime events.</p> <p>Each local office will designate a downtime team who will ensure downtime tools are in place. Local offices will appoint a representative from the downtime team to act as the primary contact that Home-Based Care Solution Office (HCSO) will communicate with for the duration of a downtime event.</p> <p>HCSO has developed templates for all Levels of communications, they are Alert notification to all staff, Level 1 (designated staging users), Ongoing information to all staff, All Clear to all staff, and Summary of events to Home-Based Care Leadership team.</p>

<b>Scope:</b>
<p>Scope of this standard operating procedure applies to all areas within Health PEI using the AlayaCare Platform.</p>

Terms & Definitions:	
Scheduled Downtime	A period of time in which an information technology solution is not available for use for the purpose of network maintenance and software upgrades. Users will be notified in advance so they can be prepared for the downtime event.
Unscheduled Downtime	A period of time in which an information technology solution is not available for use due to events such as network failure. This downtime is unforeseen; therefore, no advance notice can be given.
Business Hours (HCSO)	Monday to Friday between the hours of 0730 and 1600 AT excluding statutory holidays.
Off Hours (HCSO)	Monday to Friday between the hours of 1600 and 2200 AT, Saturday, Sunday, and All Statutory Holidays.
Home Care Lead	Anyone who has responsibility for the services including Director, Managers, Team Leaders, Primary Coordinators, Supervisors, or other designated persons.
Front Line Staff	Individuals involved in providing client care and/or services to a home care client in their permanent and/or temporary residence. This includes all employees (i.e. casual, permanent, temporary, full-time, and part-time employees) and students.
Downtime Designated Staging Users	Level 1 Designated Users includes selected Home Care Lead(s) to receive access to the staging environment i.e. Team Leads, Scheduler, and/or Administration.
Escalation Contacts (HCSO)	Kim Wood (Home Care Solution Manager) Dan Pettit (Business Application Specialist) Anugrah Prasanna (Business Application Specialist) Janet Shoemaker (Administrative Coordinator) Daniel Ward (IT Consultant)
Information Technology Solution	Software program (AlayaCare) that contains all client data and supports processes.
Network Failure	A period of time in which the technology system is unavailable for use.
Level 1 - Alert	An immediate email response to an unscheduled downtime from the HCSO within business hours.
Level 2 - Alert	A follow-up email response to a Level 1 Alert which will occur every 60 minutes during an unscheduled downtime from the HCSO within business hours.
Staging Environment	An AlayaCare environment which is reset every night with a replica of the AlayaCare live production environment. Therefore, new information should <b>not</b> be entered into the staging environment. During a Downtime Event the intent is to use this environment as READ ONLY. This environment is valuable for viewing necessary client information, but ALL data entry needs to be entered into the live production environment once the downtime event has been resolved.

Preparing for Scheduled or Unscheduled Downtime on Mobile:		
<p>Daily downtime preparation on mobile (<i>Refer to Chapter 2.4 of the AlayaCare Training and Reference Manual</i>)</p>	<p>Download – Offline Mode Data for the next 5 day(s) will be downloaded.</p> 	<p>Mobile Users</p>
<p>Enabling Offline Mode prior to downtime will ensure documentation continues to be available for mobile users during a downtime.</p>	<p>Documentation, Form Completion, Service Task, etc. can be completed on the mobile when in an Offline Mode. Once connectivity is restored, the data will be automatically uploaded.</p>	<p>Mobile Users</p>



Scheduled Downtime - Normally occurs outside of business hours.		
Procedure Steps	Description	Responsible
<p>Notification to users will be displayed on the AlayaCare homepage prior to a scheduled downtime event.</p>	<p>A banner will be displayed on the AlayaCare home page with details of date and time.</p>	<p>AlayaCare</p>
<p>Maintenance Notice: AlayaCare's web app will undergo a notifications database upgrade on Oct 4, 2024 between 17:00 - 21:00 EDT. AlayaCare cloud and mobile will remain operational, but notifications (email, SMS, push) will be delayed. All queued messages will be sent after the upgrade. X</p> 		

Preparations for Computer:		
<p>Downtime Preparation on a Computer</p>	<p>Ensure client information is retrieved prior to a scheduled downtime as per Provincial Home-Based Care internal downtime procedures. (i.e. Print paper documentation of Client Care Plan, Client Information, Schedule, and Service Task etc.)</p> <p>Ensure access to Staging Environment.</p>	<p>Home Care Lead(s)</p>

Documentation of Care	<p>Documentation will need to take place outside of AlayaCare to be entered/ transcribed/scanned into the live environment once it is available.</p> <p>Paper documents need to be scanned or transcribed into AlayaCare per your office procedures.</p> <p>Once the AlayaCare system is available again, stop manual procedures and begin to enter the information into AlayaCare.</p> <p><b>The objective is to have all the information entered into AlayaCare as soon as possible, ideally within 24 hours of the ALL CLEAR notification.</b></p>	<p>Front Line Staff</p> <p><b>* Must be completed by the appropriate staff member to prevent errors when entering information into AlayaCare.</b></p>
<b>Preparations for Mobile:</b>		
Downtime Preparation on a Mobile	Following the steps outlined above “Preparing for Scheduled or Unscheduled Downtime on Mobile” will allow users to continue to use the mobile during an unscheduled downtime.	

<b>Unscheduled Downtime</b>		
<b>Procedure Steps</b>	<b>Description</b>	<b>Responsible</b>
<p>Issue Noticed</p> <p>Identify Possible Solutions</p>	<p>If a user or team identifies an issue with logging into AlayaCare application, downloading forms, or multi-user unusual slowness:</p> <p><b>#1</b> Check email to determine if the issue has been identified and if communication has been received from HCSO.</p> <p><b>#2</b> Review Trouble Shooting Tips as per AlayaCare Training/Reference Manual in Moodle.</p> <p><a href="https://moodle.gov.pe.ca">https://moodle.gov.pe.ca</a></p> <p><b>CHAPTER 12- Trouble Shooting &amp; Clean-up / Filter Navigation &amp; List Views</b></p>	<p>Front Line Staff Home Care Lead(s) Local Home Care Office Service Center HCSO</p>

<p>Reporting an Issue</p>	<p><b>#3 During Business Hours -</b> The user or team should notify HCSO at <a href="mailto:homecaresolution@ihis.org">homecaresolution@ihis.org</a> as soon as possible with <b>“POTENTIAL ALAYACARE ALERT”</b> in the subject line and ensure email is sent as High Importance.</p> <p><b>#4 During Off Hours -</b> The user or team should notify Service Centre at (902) 620-3600 as soon as possible or email <a href="mailto:servicecenter@gov.pe.ca">servicecenter@gov.pe.ca</a> with <b>“POTENTIAL ALAYACARE ALERT”</b> in the subject line and ensure email is sent as High Importance.</p>	
<p>Submit Ticket to AlayaCare</p>	<p><b>During Business Hours -</b> HCSO will notify AlayaCare of the Unscheduled Downtime Event when an issue has been reported and/or if an issue is identified within HCSO.</p> <p><b>During Off Hours -</b> The Service Center will send an email to the Escalation Contacts (HCSO) to notification them of the issue. The service center will also direct the Home Care staff to call AlayaCare Helpdesk at: 1 (855) 858-5214.</p>	<p>HCSO Service Center</p>
<p>Level 1 Alert will be initiated immediately</p>	<p><b>During Business Hours -</b> Notification of an unscheduled downtime will be emailed by the HCSO to the following:</p> <ol style="list-style-type: none"> <li>1. Provincial Home-Based Care Admins for distribution to All Staff. The subject line will be identified as <b>ALAYACARE ALERT – Level 1</b></li> </ol> <p><b>AND</b></p> <ol style="list-style-type: none"> <li>2. Downtime Designated Staging Users will also receive an email to access the Staging Environment. The subject line will be <b>ALAYACARE ALERT – PLEASE READ - Accessing Staging Environment Instructions included in email.</b></li> </ol> <p>The staging environment URL is: <a href="https://peihomecare.staging.alayacare.ca">https://peihomecare.staging.alayacare.ca</a></p> <p>Password: will be shared in the email to the Downtime Designated Staging Users.</p> <p>Staging Environment is Identifiable by <b>purple</b> banner bar and title.</p>	<p>HCSO Local Home Care Office Front Line Staff Home Care Lead(s)</p>

	<p>peihomecare 15:17 <a href="#">View Details</a> <b>STAGING</b>  </p> <p><u>During Off Hours</u> -</p> <p>Home-Based Care Staff can access AlayaCare via mobile in offline Mode if user has previously downloaded offline data prior to the downtime.</p> <p>If access via mobile is not available, the Home-Based Care team should follow the internal provincial downtime procedure. i.e. documenting on paper.</p> <p>HCSO will resume communications with Home-Based Care Staff during regular business hours.</p>	
<p>Level 2 will be Initiated in 60 minutes of Level 1</p>	<p><u>During Business Hours</u> -</p> <p>Updates will be provided to the Provincial Home-Based Care Admin for distribution to All Staff <b>every</b> 60 minutes during business hours via email regarding expected downtime duration if known.</p> <p>Requests for additional user access to the Staging Environment and why access is required can be sent to <a href="mailto:homecaresolution@ihis.org">homecaresolution@ihis.org</a>. HCSO will review the request hourly and grant access.</p> <p><u>During Off Hours</u> -</p> <p>No updates will be provided via email.</p> <p>HCSO will resume communications with Home-Based Care Staff during regular business hours.</p>	<p>HCSO Local Home Care Office Front Line Staff Home Care Lead(s)</p>
<p>All Clear Notification</p>	<p><u>During Business Hours:</u></p> <p>Notification of an All Clear will be initiated by HCSO provided to Provincial Home-Based Care Admin for distribution to All Staff and will include:</p> <ul style="list-style-type: none"> <li>- any relevant information related to the downtime, start and end time of unscheduled downtime.</li> <li>- follow local offices procedures to enter any data/documentation not entered during downtime. ie on paper.</li> <li>- return to Production and cease using the Staging Environment immediately.</li> <li>- a template for local offices to complete as a summary of the downtime events, and any suggestion(s) to improve SOP.</li> </ul>	<p>HCSO Local Home Care Office Front Line Staff Home Care Lead(s)</p>

	<p><u>During Off Hours:</u></p> <p>HCSO will resume communications with Home-Based Care Staff during regular business hours.</p>	
Follow Up/ Debrief	A summary of the downtime events and any suggestions will be shared with the Home-Based Care Leadership Team.	HCSO

## Groups Consulted / Stakeholder Review:

Committee(s)	Contact	Date
AlayaCare	Trevor Cudmore	July 10, 2025
Home Care Leadership Team	Crystal Praught	October 31, 2025
Home Care Emergency Management	Angela Johnston	February 12, 2026
HCSO	Kimberley Wood	February 3, 2025
eHealth Leadership Team	Robin Laird	January 22, 2025

Monitoring
HCSO is responsible for ensuring that this SOP is reviewed according to the organization's review standards and will seek feedback from staff to assess the need for amendments and initiate required changes.