



upopolis®

Best Practice Manual

Updated 2022

A hard copy or link to the online version of the UPOPOLIS Best Practice Guidelines is to be provided to any persons making referrals to UPOPOLIS and is always available on www.upopolis.com/resources

Table of Contents:

User Permissions pg. 3-4
Creating Staff Accounts pg. 5
Examples of Staff Names on Upopolis pg.5
Groups/ Reserved Wording pg. 6
Core Group Descriptions pg. 7
Sharing Personal Information pg. 8
Guidelines for Staff Interactions on Upopolis pg. 8
Guidelines for Adverse Events on Upopolis pg. 8
Consent pg. 9

User Permissions Overview

User Level	Description	Access
USER	All youth and Upopolis volunteers.	<p>Can view user walls only when friends with that user.</p> <p>Can view groups that they are a member of.</p> <p>Can join any public space.</p> <p>Can join a private space that they are invited to, or request to join and receive admin approval.</p>
USER-STAFF ACCOUNTS	<p>Staff/adults may also be users to facilitate organization-specific groups.</p> <p>They do not have access to the profile list (to edit, activate, and deactivate users) as they do not register new users.</p> <p>Staff accounts will have access to groups and users associated with their hospital or organization.</p>	<p>Can view user walls only when friends with that user.</p> <p>Can view groups that they are a member of.</p> <p>Can join any group that is visible from their hospital that is public.</p> <p>Can join a private space that they are invited to that is connected to their hospital or organization's users or group,</p>
UPOPOLIS APPROVED ONLINE REFERRER	<p>Does not have an account on Upopolis.</p> <p>If an account on Upopolis is held by a Upopolis Approved Online Referrer it would be a USER-STAFF ACCOUNT (see above).</p>	No access.
DOMAIN ADMINISTRATOR (Assigned only to Upopolis Manager, Upopolis Program Team, and TELUS/ALITHYA developers	<p>Administrators have access to everything on Upopolis.</p> <p>ADMIN maintains safety and security on the site.</p> <p>Administrators have daily access to activity reports from across the site and the Islands.</p> <p>Admins are reviewing these reports daily.</p>	<p>Profile list (edit, activate/deactivate, delete accounts).</p> <p>Profile Report.</p> <p>Generate registration key.</p> <p>Can see any users' wall.</p> <p>Can see and access ALL groups (no need to be a member).</p>



Best Practice Guidelines

Current Domain Administrators on Upopolis (2022)

- Krista UPOP NATIONAL PROGRAM MANAGER
- Jessica UPOP PROGRAM COORDINATOR
- Upopolis Child Life Programming Team (Becki/ Upopolis, Tija/ Sibling Island, Melissa/ Grief Island)
- TELUS/ ALITHYA ADMIN



Best Practice Guidelines

CREATING STAFF ACCOUNTS

A staff account can be at either the “user only” or “user with admin controls for a specific organization-only group” level. All accounts (staff or youth) are user accounts when created. Staff who will need access to add documents, change group settings, and facilitate an organization-specific group will need to request group admin rights from an administrator.

Staff can contact Krista UPOP PROGRAM Manager through Upopolis or at krista@kidshealthlinks.org to request that a staff member(s) have an account created. Note, these accounts are only created for staff that are facilitating programming for organization-specific groups

- Ensure the last initial does not appear in their username.
- Put a character in the last name field; use a period “.” (only the first initial of the last name shows up on the site). All staff appear on the site with their first name in lowercase and the hospital/community organization and clinic in uppercase.
- Remove their age. Change DOB to 1/1/1990.
- Their title in ALL CAPS indicated the user is over 19 years old.
- Ensure their email address is correct.

Example: Sue SickKids CHILD LIFE

After the Registration Key is E-mailed

If you want the staff member to remain on the site with only user-level permissions, you do not have to do anything further.

GROUPS

Anyone with an account can create a group on Upopolis **Note: Upopolis Island does not offer this feature, only admins can create a group*

Users who create a group are the administrators of that group. They can edit and delete content, add photos, invite users to their group, remove users from their group, etc.

User-Staff Accounts are automatically attached to the hospital/organization group.

Users can only access groups that they are members of.

Domain administrators can view and access content on any space on Upopolis even if they are not a member.

Content and links referenced are reviewed by the Kids' Health Links Foundation (KHLF).

Select groups may have an identified youth lead.



upopolis®

Best Practice Guidelines

All users are invited to post on the group wall created by the Upopolis team, except for read-only groups.

Chat features are optional for all groups but must be activated by the admin.

Hospital/Organization Group Content

It is recommended that all hospital/organization's designated staff member design their hospital spaces with the following standard content:

- a. Hospital/organization name must be in lowercase, with the first letter capitalized.
- b. Group avatar must be a photo of the hospital or hospital logo for easy identification.

The documents tool is activated by going to Application – Install Documents

- Suggested use of Documents tool:
 - o Post child life activity or events calendars
 - o Links to information about the hospital/ organization (history, lounges, child life program, creative arts therapy, CCTV, etc.)
 - o Advertise hospital-wide/ organization special events

The Upopolis team is here to support the staff in designing the groups as needed.

Reserved Terms for Groups

The following words or parts are reserved for use by KHLF:

- UPOPOLIS/ UPOP/ UOPPER
- U - reserved for skill-building and medical-related groups, programming initiatives, volunteer roles, and communication tools.
- "OPILIS" - reserved for use by group initiatives led by the Upal and Umentor teams.
- CREW - reserved for diagnosis-related groups created by KHLF/ Upopolis

Best Practice Guidelines

CORE SPACE DESCRIPTIONS

The following groups are suggested groups attach users to at registration for Upopolis. *Note: Users within the island will be attached to the Island (Sibling or Grief) and any appropriate organization groups.*

Upopolis Groups	Why would users want access to that space?	Notes
Upopolis Main Space	Over 350 members across Canada are in this group. A group for users to connect to other youth across Canada and to access updates on Uknow content, child life programming, and events or projects happening on Upopolis.	This space is a public space and all users with medical diagnoses and conditions are placed in this group during the registration process.
Hospital/ Organization Group	Users will have the option to join, or will be added to, their hospital or organization group (if one exists).	This is a quick way for youth to connect with other youth from their organization.
Uknow (Medical Content & Resources)	This group is run by KHLF and contains our Uknow videos, descriptions of medical diagnoses and unfamiliar terms, and information about basic tests and procedures.	All youth with medical diagnoses or conditions are added to this group upon registration.
Ucope	This group is run by KHLF and contains videos and resources to promote healthy coping skills.	All youth with medical diagnoses or conditions are added to this group upon registration.
CREW Groups	These groups are run by KHLF with the option to have the support of a youth leader. It contains resources and links related to a specific diagnosis. The member list helps to connect users with similar diagnoses.	
Tips & Tricks for Upoppers	The Upopolis team works with the Upals to create tips shared within this group to support users learning to navigate the Upopolis platform.	All users are added to this group upon registration.

SHARING PERSONAL INFORMATION

Information shared on Upopolis by staff and volunteers should follow the same guidelines as working in the hospital environment with patients and families. Upopolis is not a place to share personal information, emotions, or opinions. Staff and volunteers are not to publish, post or release any information that is considered confidential to the public (outside of Upopolis).

Staff with accounts on Upopolis should post photos and content that is professional and related to their position at the hospital. Photos posted from activities at the hospital should be those in which patients in the picture have signed a hospital consent form and/or verbal permission has been given by everyone in the photo. If you have any questions about whether to post a particular photo, please feel free to email a domain administrator or your hospital lead to check in.

GUIDELINE FOR STAFF INTERACTIONS ON UPOPOLIS

1. Staff users may join any public spaces and youth-led private spaces they are invited to.
2. Friend requests initiated or accepted by staff with youth/users are limited to youth from the hospital/organization.
3. Staff communication with youth/users is to take place on user walls, group walls, or in the group chat.
4. Staff users are welcome to accept or request to be friends with other staff on Upopolis.

GUIDELINES FOR ADVERSE EVENTS ON UPOPOLIS

An adverse event is defined as *any content posted to Upopolis that creates concern for the safety of any Upopolis user or imminent harm to oneself or others.*

In the situation of an adverse event, the following guidelines are recommended:

1. Anyone who sees an adverse event situation on Upopolis is to immediately click on the “*report abusive content*” button on the post. This will make the post temporarily disappear so it can be reviewed by the administrator.
2. KHLF admin staff who have domain admin access to Upopolis will immediately call the emergency contact for the user. The user will also be contacted through messages on Upopolis and through the email address attached to their Upopolis account to ensure the user is safe, and if any assistance can be provided.

All new youth and their families have been asked to provide an emergency contact name and number. The Upopolis team will use this contact information for adverse events that put the youth at immediate risk (e.g. suicidal ideation). It is recommended that the pledge forms at each Upopolis partner institution be adapted to include a mandatory



Best Practice Guidelines

"emergency contact" field that includes the name of an emergency contact, phone number, and email.

Changes to emergency contact information can be emailed to support@upopolis.com

Explicit or express consent

Clear consent is obtained in writing and using the Upopolis Consent form for the use of any user information for presentations, social media, marketing, collateral, group initiatives/ resources, podcast, blog, etc. for Upopolis or KHLF. The inclusion of users' photos, videos, quotes, writing, etc. in any of the previously mentioned initiatives is voluntary and the consent form gives users a choice to select the modalities they approve it to be used for. The user's last names and local addresses are not to be shared. Diagnosis may be shared upon user consent along with the first name, last initial, province, age, and years on Upopolis. The Upopolis form does ask for a guardian signature which must be used for youth under 16 years of age.