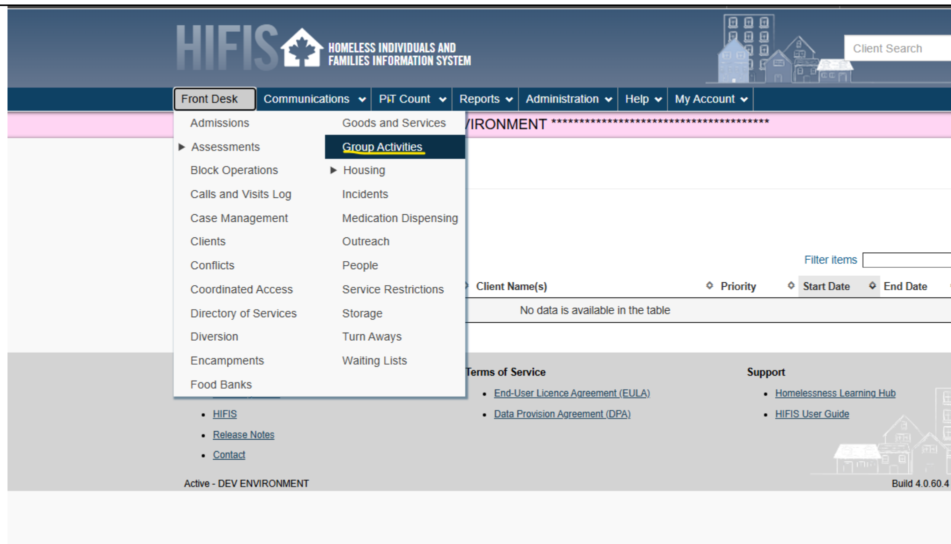
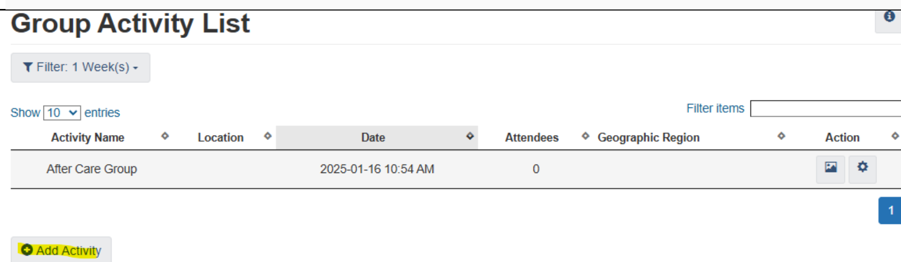
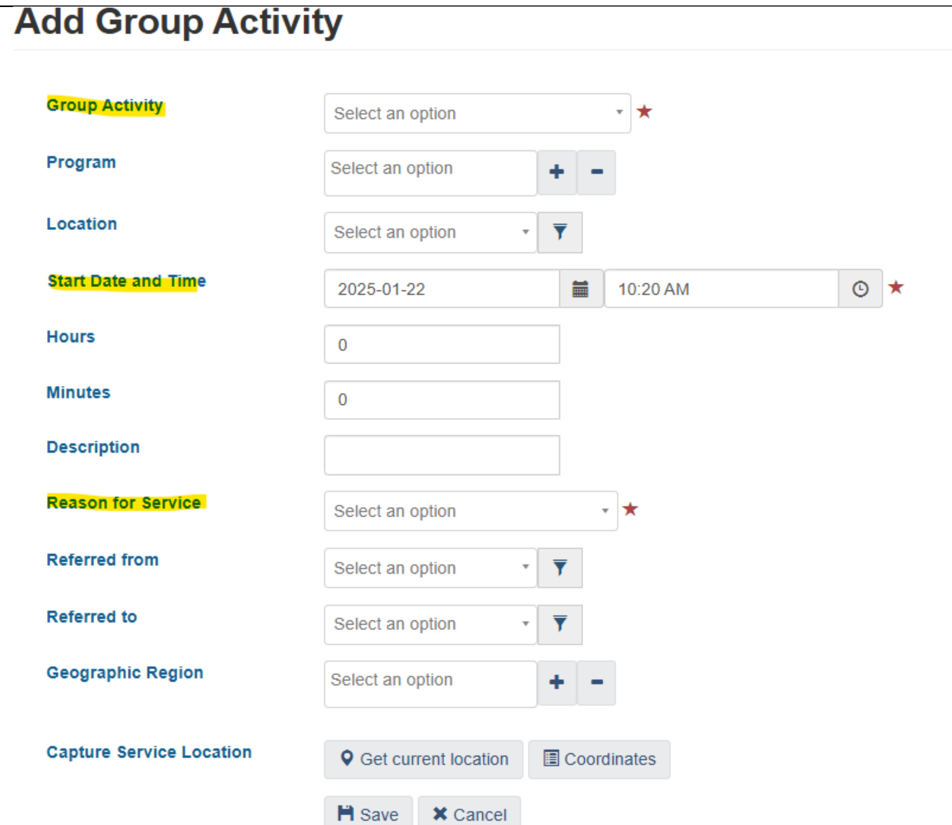
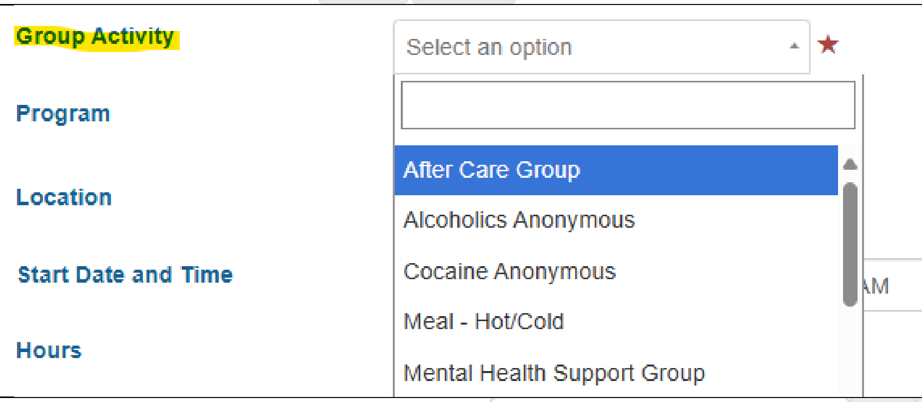
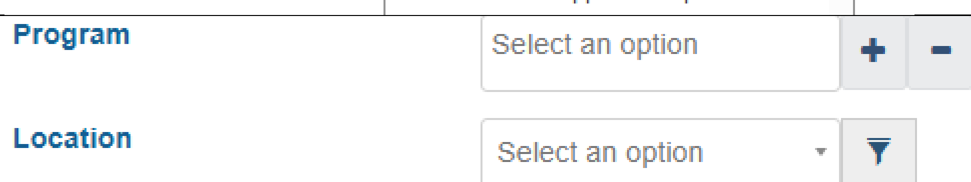
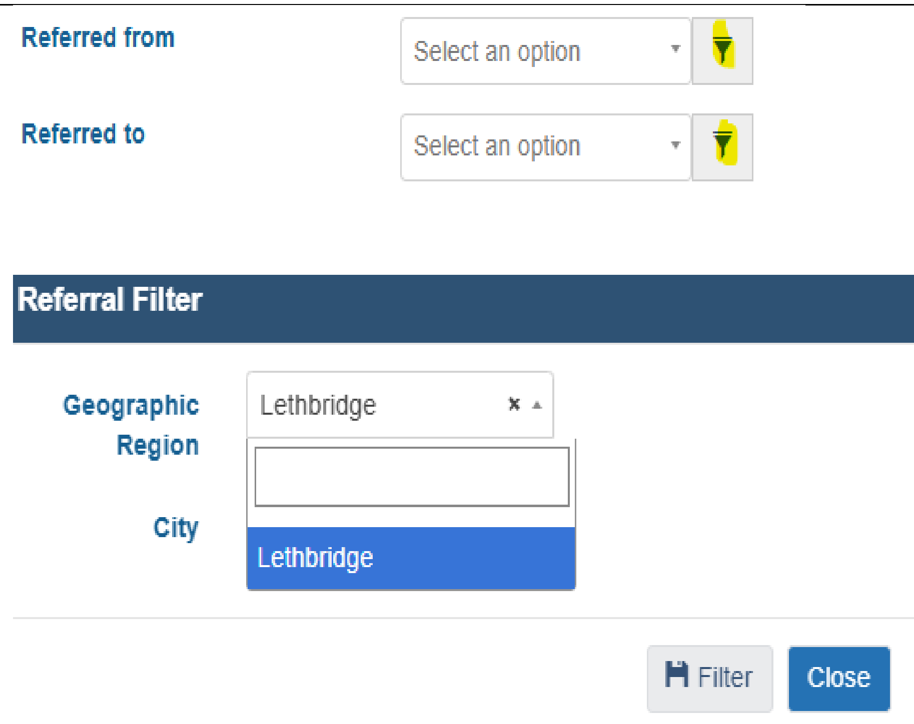
**Version 2: Updated March 11, 2025**

## Group Activities – Process & Procedure

This module enables users to record group activities conducted at the agency/service provider for clients. This includes activities such as a hot/cold meal, alcoholics anonymous, transportation etc.) that can be recorded.

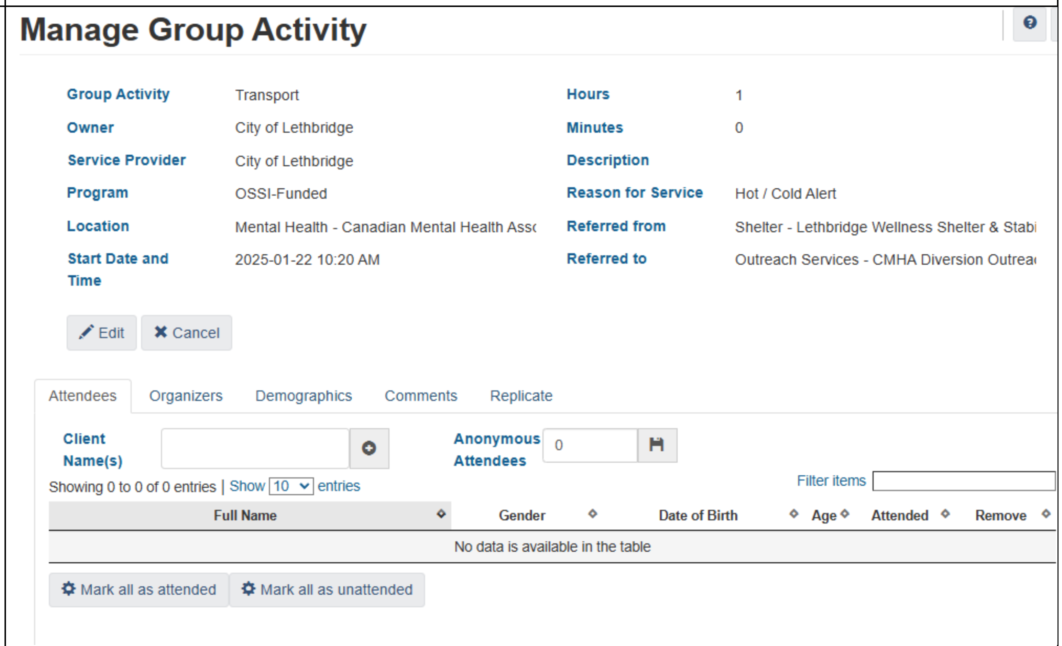
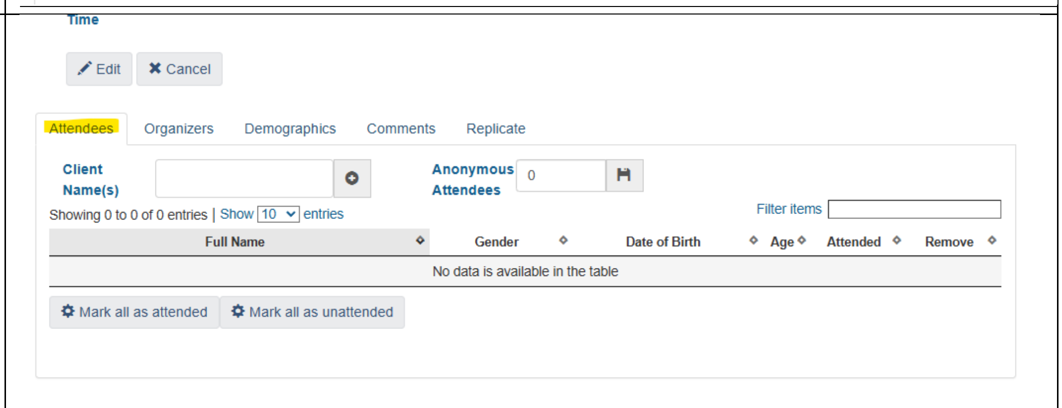
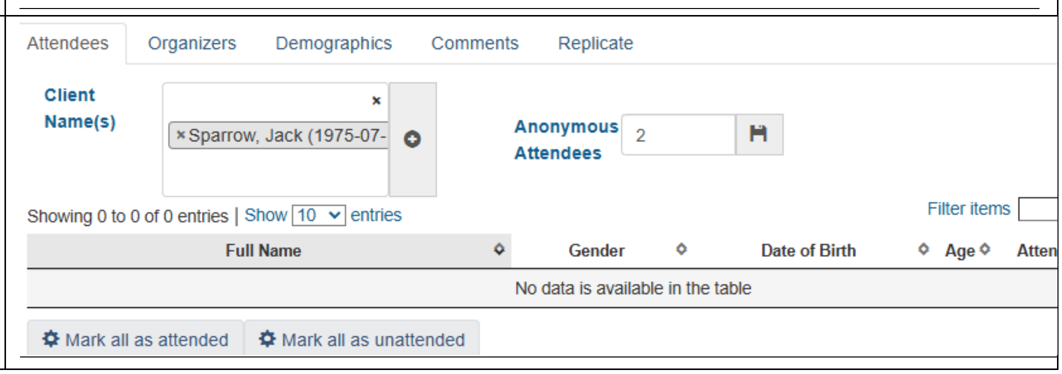
| Action | |
|---|---|
| 1. From the HIFIS main page, navigate to the Front Desk drop down menu and select Group Activities. |  |
| 2. From the Group Activities List page, select the "+ Add Activity" button to begin the process. |  |

<table>
<tr>
<td>3. From the “Add Group Activity” page, fill in all required fields marled with a red star and any optional fields if applicable for additional information.</td>
<td>
</td>
</tr>
<tr>
<td>4. Select the Group Activity provided.</td>
<td>
</td>
</tr>
<tr>
<td>5. If applicable, select the program that is funding this process and Location by which the activity took place.</td>
<td>
</td>
</tr>
</table>

<table>
<tr>
<td>6. Select the Start Date and Time for when the Group activity commenced, and the number of hours or minutes expended for this activity.</td>
<td>
</td>
</tr>
<tr>
<td>7. Select the Reason for Service for activity.</td>
<td>
</td>
</tr>
<tr>
<td>8. If applicable, filter the Geographic Region for Referred From and referred To as Lethbridge to select the drop down options.</td>
<td>
</td>
</tr>
<tr>
<td>10. Click Save.</td>
<td>
</td>
</tr>
</table>

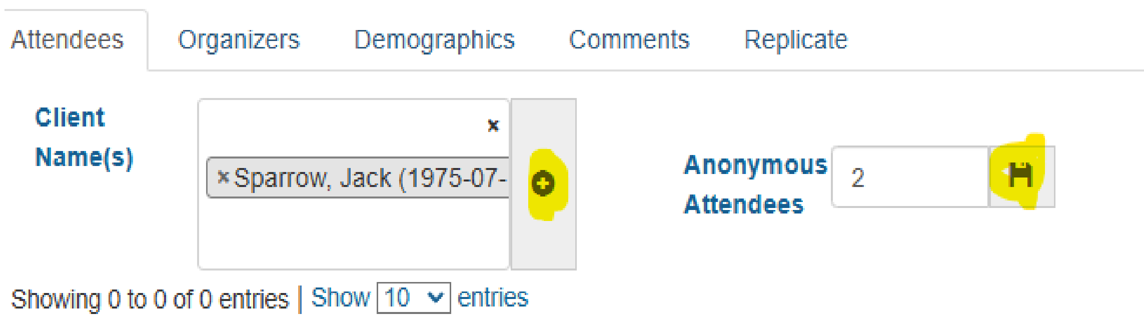
## Manage Group Activity

***Please Note – From the Manage Group activity page, when entering a client in the "Client Name(s) filed, the cline must already be a preexisting client tin the system for this function to work.***

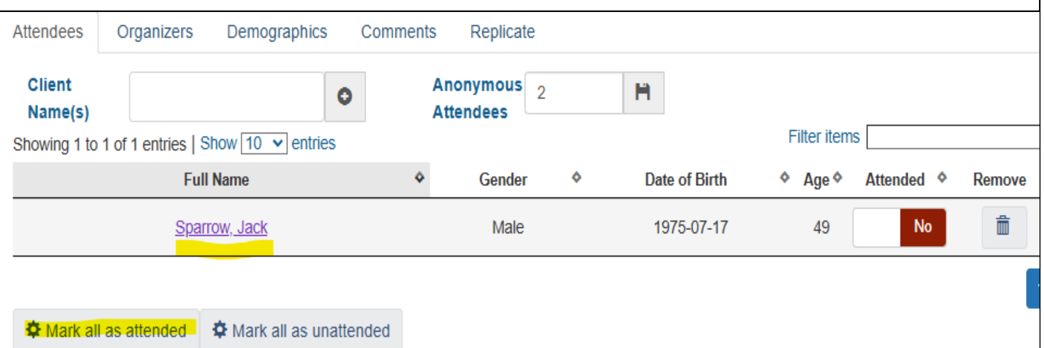
| Action | |
|---|---|
| 1. Once clicking Save, user will be redirected to the Manage Group Activity page. |  |
| 2. From the Manage Group Activity page, select the "Attendees" tab. |  |
| 3. From the Attendees tab, users can now mark down in the Client Name(s) field or |  |

<table>
<tr><td>Anonymous Attendees.</td><td></td></tr>
<tr><td colspan="2">

***Please Note – For the user to successfully add a pre-existing client in the client Name(s) and anonymous Attendees boxes, after typing in the client's name, ensure you click the "+ and save" buttons after entering their name in as this will save their name and/or anonymous as attended to the Group activity. If you do not click the "+ or save" button next to the Client Name(s) and Anonymous Attendees box, it will not save and will not show up as attended to the activity:**

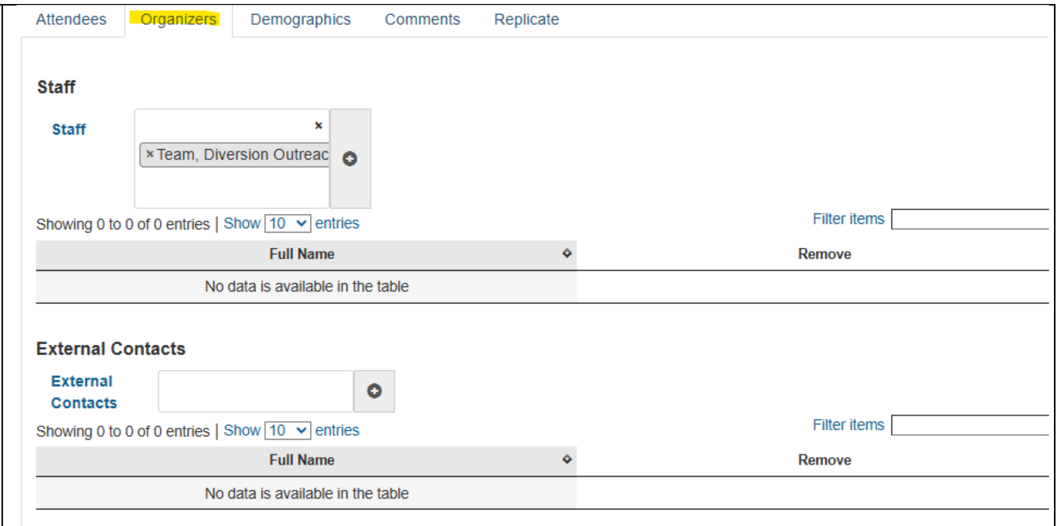



</td></tr>
<tr><td>4. After clicking both the "+" and "save" icons for client and anonymous attendees, click on the "Marl all as attended" button below.</td><td>

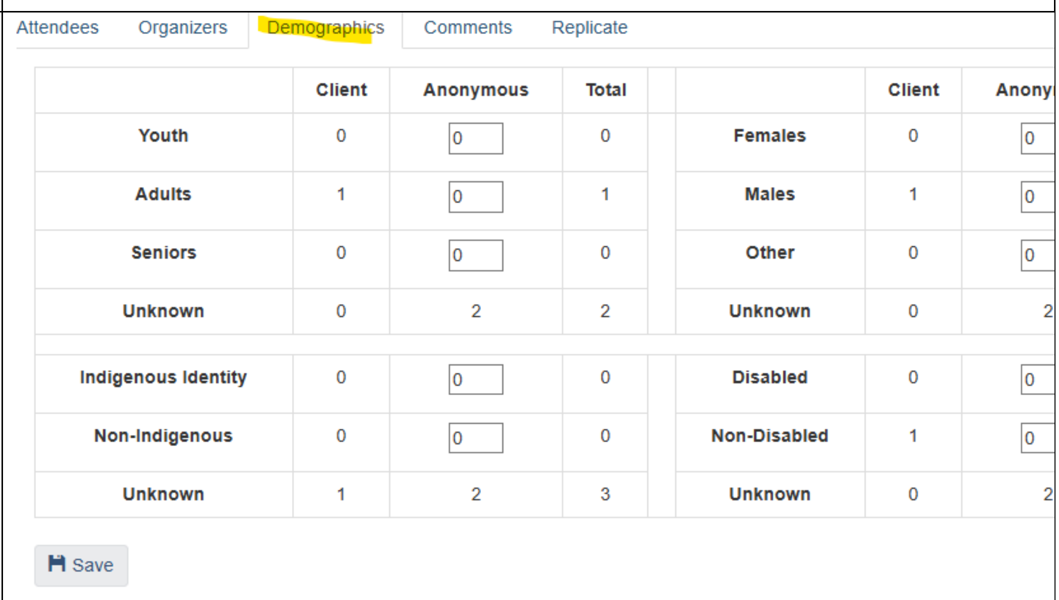


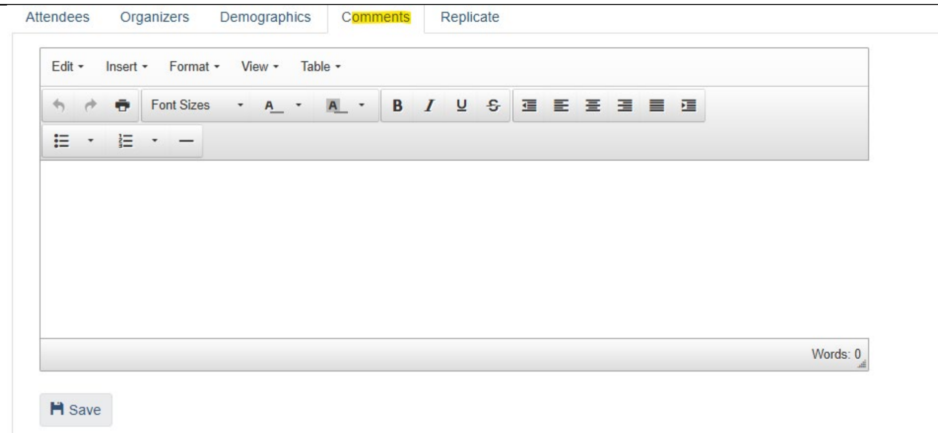

</td></tr>
</table>

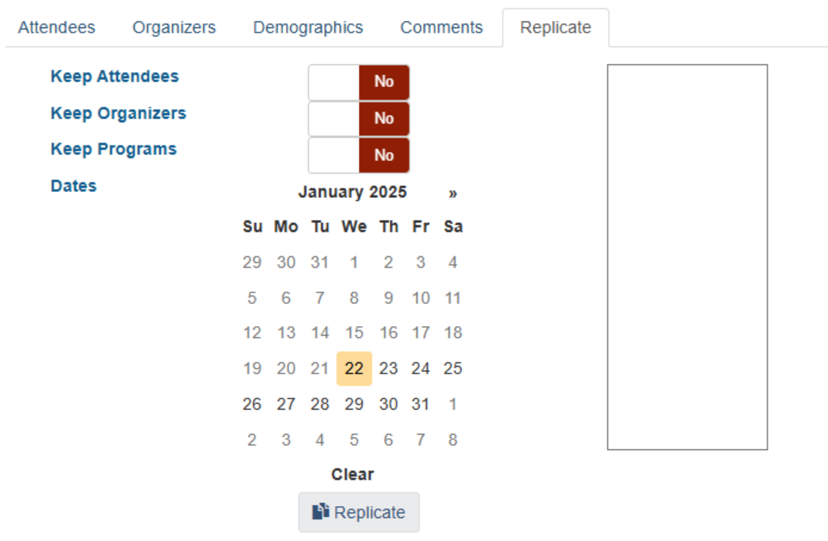
5. Once clicking save, include the Organizers and/or External Contacts involved in the Group Activity, if applicable. This is where you will document staff involved with the Group Activity.



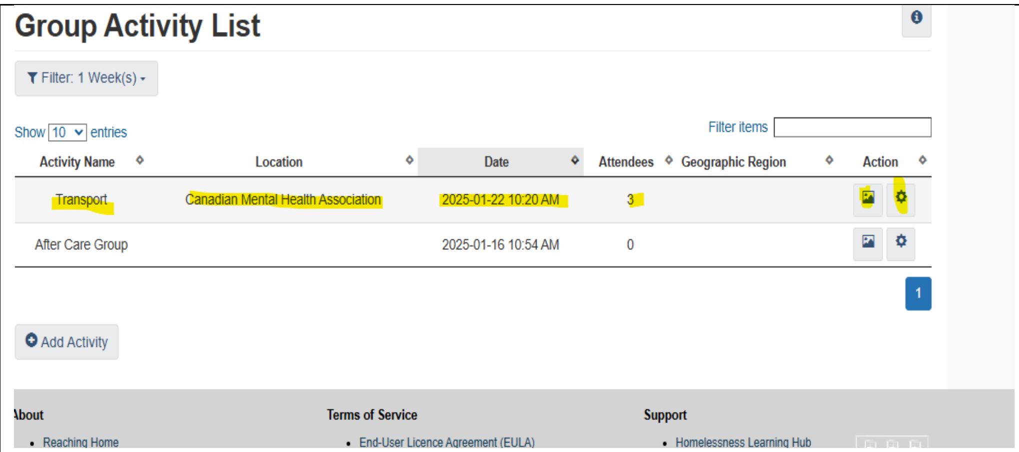

6. Users can also review or edit the Demographics of the clients or anonymous attendees from the Group activity.



<table>
<tr>
<td>7. User can also add any Comments or Replicate the same Group Activity with number of attendees organizers, dates and programs for future processes.</td>
<td>


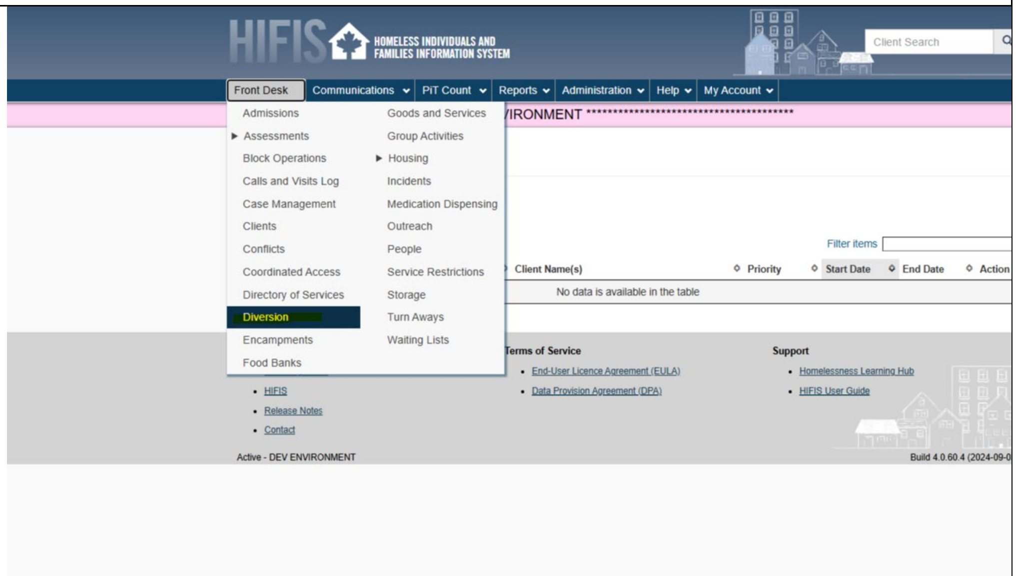
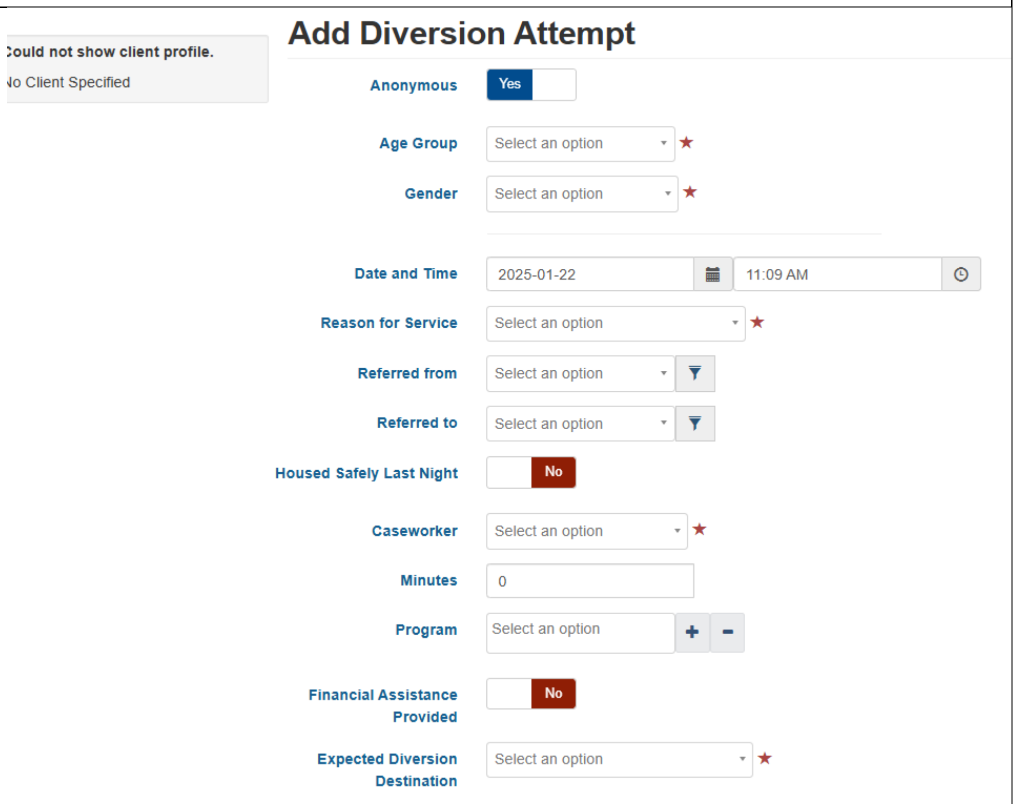


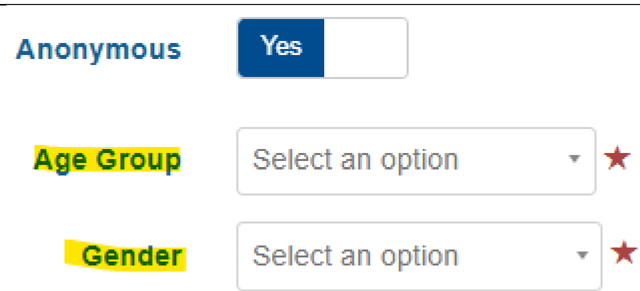
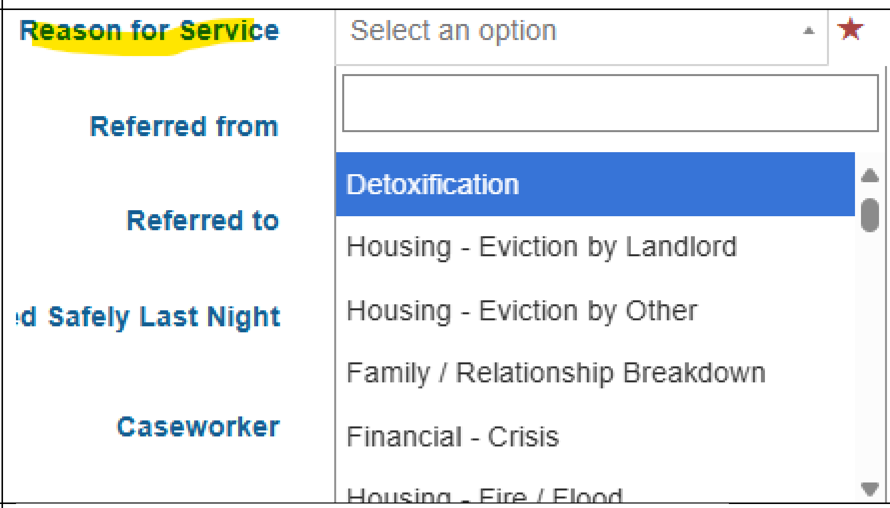
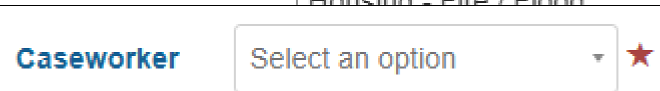
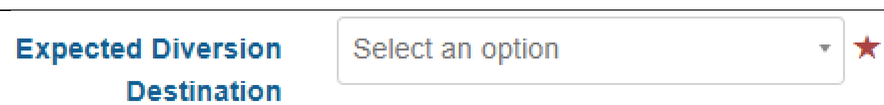
</td>
</tr>
<tr>
<td colspan="2">*Please Note – For the Attendees, Organizers, Demographics and Comments tabs, when entering information in the fields, ensure you incorporate the habit of clicking the “Save” button each time when entering information from these tabs.</td>
</tr>
</table>

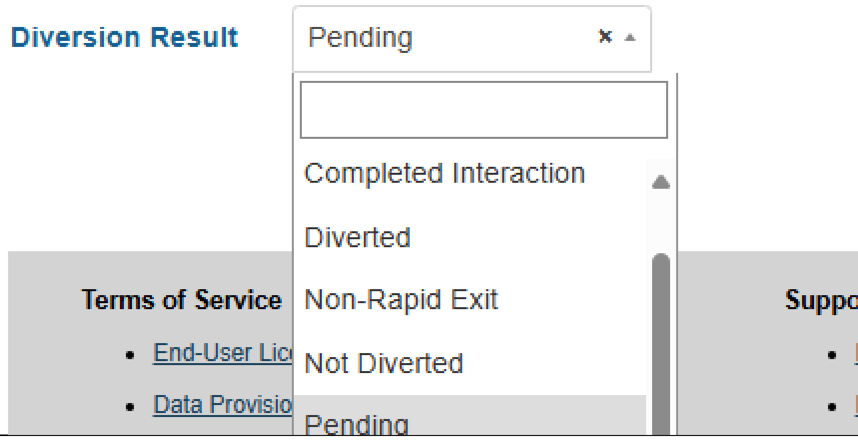
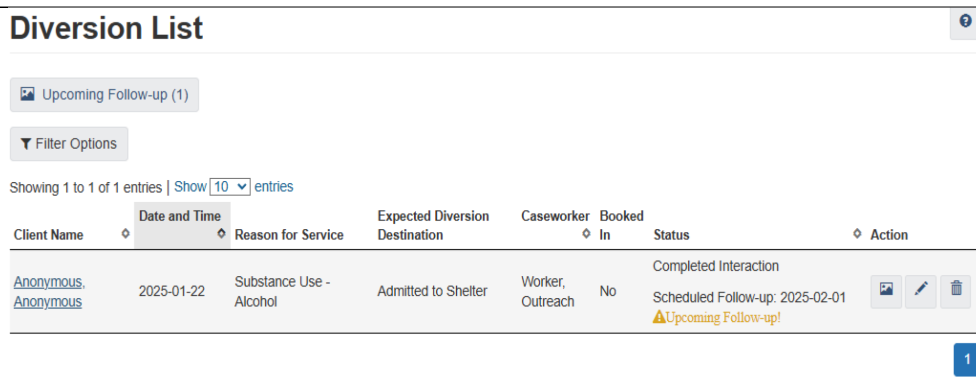
| | |
|---|---|
| 8. Once user has filled and saved information for Group Activity, you can return to the Front Desk drop down menu and select “Group Activities” to display or Manage the logged activity conducted. |  |

## Diversion Attempt – Process & Procedure

This module will allow users to record Diversion attempts, more specifically, for individuals who decline their consent to share their personal information. For consistency purposes, users from the Diversion Outreach Team (DOT) will only utilize the (***+ Add Diversion Attempt***) button and not the Diversion Workflow. The reason for this is because we are only wanting to specify a Diversion Attempt for an individual who decline their personal information being shared or added to HIFIS and will remain “Anonymous” while recording the one-on-one support provided. This is intended to record the longer interactions and efforts DOT may have with a participant, while still conforming to the consent standards DOT utilizes today.

<table>
<tr><th>Action</th><th></th></tr>
<tr><td>1. From the HIFIS main page, navigate to the Front Desk drop down menu and select “Diversion”.</td><td>
</td></tr>
<tr><td>2. From the Diversion List page, select the “+ Add Diversion Attempt” button.</td><td>
</td></tr>
<tr><td>3. From the Add Diversion Attempt page, fill in all required fields marked with red star and if applicable, fill in any optional fields for additional information. The Follow-Up date will automatically populate – delete this text to remove a follow-up reminder.</td><td>
</td></tr>
</table>

| | |
|---|---|
| 4. For the “Anonymous” field, change the status to “Yes” as we are recording an individual who wanted their information to remain anonymous. |  |
| 5. Fill in the prompted required field below the Anonymous field being “Age Group and Gender”. **If unknown,** select “other” or “don’t know” |  |
| 6. Select the Reason for Service for the anonymous individual.<br><br>For DOT, we have added an option: “Requesting Transport” |  |
| 7. Select the individual working with a client. |  |
| 8. Select the Expected Diversion |  |

| | |
|---|---|
| Destination for the client. | |
| 9. If applicable, select the Diversion Result for the outcome of the diversion attempt. |  |
| 10. Once user has filled in all required fields and any optional fields, click Save. |  |
| 11. Once clicking Save, user will be returned to the Diversion List page and will see the logged information conducted for the Anonymous client on the page. |  |