



Assessing Readiness for Digital Services Worksheet

This worksheet is a supplement to NNEDV's resource [Assessing Readiness for Digital Services](#) and is not meant to be a stand-alone tool. The longer document describes key concepts and dives deeper into each section included in this tool. This worksheet will help your shelter or transition house think through the critical questions required to determine your readiness to take on digital services.

Purpose & Goal

How would digital services support, enhance, or extend your current services (and/or services within your community)?

How would your digital service differ from other services that are already available (within your own organization, community, or nationally)?

Will your community (other service providers, local community, survivors) be supportive of this digital service?

How will you know if your digital service is successful? (Success should be measurable.)

Who are the stakeholders who should be involved in the development and implementation of your digital service?

Audience

Who will access the digital service?

- Who is the intended audience (e.g. survivors, friends/family of survivors)?

- Who might be the unintended audience (e.g. other service providers, abusers, community members)?

How will the digital service benefit survivors?

What barriers might exist for people to access the digital service? For example, video chat may exclude someone who doesn't have access to high-speed Internet.

Will you advertise the service and, if so, how?

Privacy & Safety Risks

What are the potential privacy and safety risks for *survivors* that might arise with the digital service?

What are the potential confidentiality risks for *your organization* that might arise with the digital service?

What are the potential safety risks for *your staff* that might arise with the digital service?

Resources

What other resources will you need to meet the increased number of survivors who may reach out or survivors reaching out from communities you don't regularly work with (for example, youth survivors or survivors from another province)?

Staffing

Will you need additional staffing? If so, how many more staff?

How much time will be required of your staff to offer this digital service?

Will your staff require new training? If so, what is that training?

What additional debriefing and support will your staff need?

Total Cost of Ownership

The table below is a list of possible costs related to offering digital services.

Item	Cost	One-time or ongoing?	Yearly estimate
Platform: purchase & set-up	\$		\$
Platform: use fees	\$		\$
Platform: maintenance	\$		\$
Upgrades/purchases of equipment (e.g. computers, mobile devices)	\$		\$
Increased Internet bandwidth	\$		\$
Security measures (e.g. anti-virus software)	\$		\$
Staff time: training on use of platform and features	\$		\$
Staff time: develop or revise policies, procedures	\$		\$
Staff time: assessment of new services	\$		\$
Staff time: increased hours to meet demand or longer "call" times	\$		\$
Staff time: supervision specific to digital services	\$		\$
Other:	\$		\$
Other:	\$		\$
Other:	\$		\$
Other:	\$		\$
TOTAL ESTIMATED COSTS			\$

To support your development of safe tech use policies, WSC has developed a [Use of Technology Policy Template Guide for Women's Shelters and Transition Houses](#) (PDF, in English only).

Technology-Facilitated Gender-Based Violence (TFGBV) is part of a continuum of violence that can be both online and in-person. If you or someone you know is experiencing TFGBV, you are not alone. You can use sheltersafe.ca to find a shelter/transition house near you to discuss options and create a [safety plan](#). You don't need to stay in a shelter to access free, confidential services and support.

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