



Bulletin 1: WRHA Procura Mobile Rollout

Date: February 29, 2024
To: WRHA Home Care and Community Staff
From: Procura Mobile App Project Team

These bulletins will be shared regularly to keep you informed throughout the Procura Mobile App rollout process.

Over the course of the next few months, the Procura Mobile App will be deployed in a two-step phased approach within the WRHA Home Care program.

Step 1

The first important step is to swap out everyone’s current phone with a new mobile device equipped with email and data. This will be done prior to activating the Procura Mobile App on the new mobile devices.

The mobile device rollout will begin in the Fort Garry community area on March 4, 2024, and will progress through each community area and Home Care office over the next few months.

Step 2

The Procura Mobile App will be activated on mobile devices, beginning with the Fort Garry community area and progressing through each community area and Home Care office. We anticipate this phase of the rollout to begin in May.

Training

You will be supported throughout both phases of the project with training and quick reference resources. More information about training and resources will be provided in a future bulletin.

Mobile Device Rollout Timeline

Below is a high-level overview of the timeline of the mobile device rollout to all community areas. Your manager or direct supervisor will provide more details about what this means for your specific area.

Community Area/Home Care Office	New Devices Distributed
FG/RH	March 4-15
CIVP, Respite, Palliative Care	March 18
Com Stroke, TB, CSO, ISS/HC, PHS	March 18-19
SO/INK, DT/PD	March 20-22, April 2-5
TR DSS, TR DSN/RE	April 8-11
St. V/St. B, St. J/AS	April 15-24



Managing Personal Photos and Contacts

If you have personal photos or contact information stored on your WRHA work phone, please remove them. Any personal photos or contact information will be lost and not recoverable once we switch out your existing phone for the new mobile device. This also applies to WRHA-issued smartphones, as the devices must be wiped in order for Procura Mobile App to be activated on the new device. If you have any questions or concerns about this, please speak with your manager or direct supervisor.

Normal Reactions to Change

Change can be difficult, even when everyone is committed to it. Each person's journey and reaction to change is unique and will evolve over time, and it's okay to feel uncertain or hesitant. It's important to remember that these feelings are normal. If you're worried about the upcoming change or concerned about a coworker, please speak with your direct supervisor.