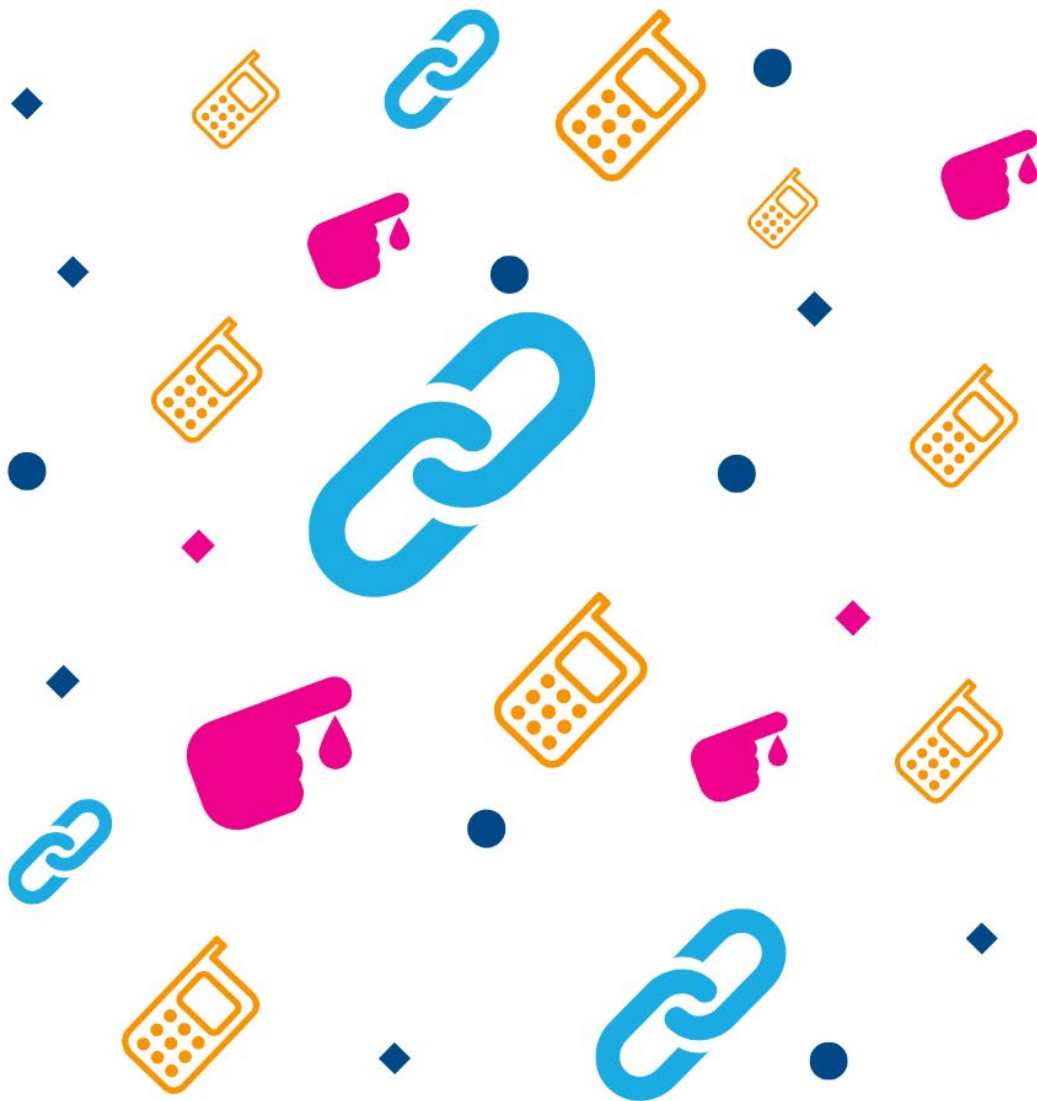


Stuff you should know (about your new phone)



Test, Link, Call Project

Connecting with hep C care, wherever you're at.



BC Centre for Disease Control
Provincial Health Services Authority



BC MENTAL HEALTH
& SUBSTANCE USE SERVICES
Provincial Health Services Authority

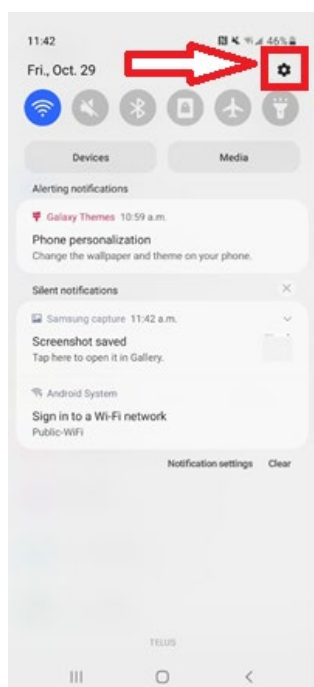
Important stuff

Your new cell phone is a Samsung Galaxy A32 Android smart phone. It's on a \$0 rate plan from Telus which gives you unlimited Talk and Text Canada wide for 6 months from today. Just before your free plan finishes, you will be contacted to advise you on your options from Telus, or how to port your number to a different cell phone network. You get to keep your cell phone- it's yours forever. So please look after it!


If your phone is accidentally lost, stolen or damaged, if you contact your Peer Health Mentor or someone else on your care team, the Test Link Call project team may be able to replace the phone for you, but this is depending on supplies available. If your phone is lost or stolen, please contact your Peer Health Mentor ASAP to advise them, so that the plan can be cancelled and the phone can be locked.

Looking after your phone

We gave you a screen protector and case to protect your phone from accidentally breaking it. The case will not completely eliminate the risk of the phone breaking if you drop it, so you still need to try and be careful. We know it can be hard to keep your phone safe if you don't have your own place to live, especially when you are asleep. To help protect your phone against theft, there are still a few things you can do. The tips below are from other people who have received a phone through Test Link Call Project, and they are the things they have done to keep their phone safe that worked for them.



1. Turn on the secure screen lock feature on your phone:

- On the device, open the Settings app  (swipe down at the top of the screen and tap the cog symbol in the top right corner of the screen)
- In settings, scroll down and tap 'Lockscreen'
- Tap 'Screen Lock Type' at the top of the page
- Tap the type of lock you would like to use; the options are Pattern, PIN, Password or Biometrics (face or finger).
- Once you choose the type of secure screen lock you would like, choose a pattern, pin or password, and then confirm it. If you often forget things, consider using the biometric option, as this will not require you to remember a code. The biometric information is secure and is not shared.

- Keep your phone in a safe place, especially while you are asleep. Secure places you can keep your phone include:

- a. In a pocket on the clothes you are wearing.
- b. In a fanny pack or waist pack that you can wear.
- c. Ask the shelter staff if they can keep your phone overnight for you somewhere secure, then get it back off them in the morning.

3. **Do not tell a lot of people about your new phone**, you don't know who will over hear.

Your responsibilities

You are receiving this phone to help you stay healthy and on track with your hep C care plan. If you have not been in contact with your Peer Health Mentor or someone else on your hep C care team for 4 weeks in a row (e.g. they called or texted you and you didn't reply), we will assume your cell phone was lost or stolen, and will deactivate the plan and lock the phone. If this happens while you still have the phone, you need to contact your Peer Health Mentor and let them know your phone wasn't lost or stolen, and you would like it to be unlocked. If you're still following your hep C treatment plan, your plan will be reactivated as well. If you decided to stop following your hep C treatment plan, your phone will be unlocked and you can keep the phone, but your plan will be deactivated.

Personalizing your phone

Currently there is no email address logged in on this phone. To download new apps or change any settings on this phone, you need to log in with your own email address and be connected to wi-fi.

Using the internet/data on your phone

The plan on your phone does not include data, so if you want to use the internet or apps that require data, you need to log on to a wi-fi network. Some public places that have free wi-fi networks you can use are Libraries, City buildings, transit stations, Service Canada Centers, coffee shops and fast food restaurants (for example: Tim Horton's, A&W, or McDonald's).

Tips for Protecting Your Privacy

Here are some ways you can protect your personal information on your cell phone. If you take these steps, it will make a big difference. However, there is no way to 100% guarantee that your information can't be accessed by a third party.

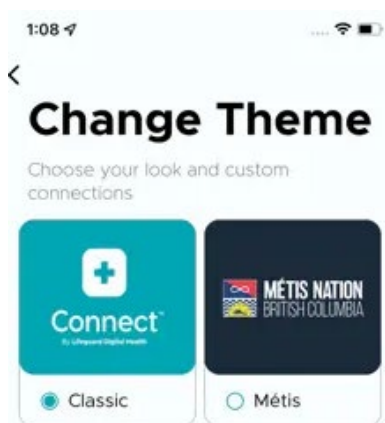
- Protect your passwords! Someone could pretend to be you and send us a request from your device or email account.

- Only download apps from trusted sources (such as Google Play and iStore).
- Use your device settings to control the information that your apps can access. For example, use permission controls so that apps don't have access to your text messages and/or emails if they don't need to.
- Delete emails and texts you no longer need.
- If possible, don't send your personal information when using public wi-fi.

What's on your phone

We have already installed some applications on your phone that may be helpful for you to learn about. Read about what they do and how to use them:

Overdose Prevention & Harm Reduction Apps



Connect by LifeGuard: if you are using drugs alone, you can use this app to set up a timer that if it goes off and you don't respond to it, 911 will automatically be dialled and given your GPS location from the app.

The LifeGuard App also has a version specifically for Métis people; if you would like to use this version, simply select the Métis theme when you first open the LifeGuard App on your phone (see to the left).

The Brave App: The Brave app (formerly known as "Be Safe Community") aims to keep people safer from overdose by providing them with access to a community of people willing to provide remote supervision at the very moment they are most at risk of overdose. If, and only if, you overdose, your location is revealed to your supporter who can then call 911 or your personal contact, at your discretion, to direct them to you for immediate revival.

Links that are Bookmarked:

- Harm reduction site finder: <https://towardtheheart.com/site-finder>
- Naloxone lesson: <https://towardtheheart.com/naloxone-lesson/>

Assistance with With Day to Day Life

Transit Live Bus & Tube Transport Times: Never miss your bus again. Open up the app and boom: upcoming departure times for all nearby transit lines are displayed in big text and bright colours.

BC Services Card: This app is needed to log on to BC Government online services. Add your BC Services card to this app, then you use the app to log in on your mobile device.

WorkBC: Whether you are currently a WorkBC client, or new to the services WorkBC has to offer, you will find what you are seeking with the WorkBC App. B.C. Job seekers can find support through a WorkBC Centre, Apprentice financial supports are available to eligible apprentices while they're completing their classroom apprenticeship training. See if you're eligible, learn how to apply and access online supports, and more.

Links that are Bookmarked:

- Find community, health & government services nearby: <https://bc211.ca/>

Health & Wellness

Pill Reminder and Medication Tracker by Medisafe: if you need to remember to take medication, such as for hep C treatment, you can set up pill reminder alarms in this app, and also record that you took your pills so you don't get confused.

Thunderbird Wellness: This app is for anyone looking for a culturally safe approach to health and wellness. The app has been created with the belief that wellness for Indigenous people is tied to their connection to Creation, language, land and ancestry, all supported by a caring family and environment. There is info in this app to support connection to culture, as well as information on supporting people with addictions, substance use and mental wellness issues.

SNIWWOC Health: SNIWWOC Health is a curated list of culturally-sensitive healthcare professionals in Victoria and Vancouver, Canada. To be featured on the app, service providers are vetted using a phone interview and/or email survey.

BC Virtual Visit: This app is used by some healthcare providers in BC for virtual visits, so you can see a doctor without having to go in to the clinic. If your doctor uses this app, they will send you an invitation link for your appointment.

BC Health Service Locator: This app will help you find the nearest walk-in clinic, hospital, emergency room, immunization centre, pharmacy, or lab collection site anywhere in BC.

Health Gateway: Health Gateway provides secure and convenient access to your B.C. health records all in one place. Access your blood test and other lab results, medication history, immunization records, health visits and more. Save proof of vaccination documents for you and your family. Have them ready for travel or to access events and services that require it. Connect with HealthLink BC for health advice and get the latest information about COVID-19.

I'm Ready, Test: Through this app, you can get free HIV self-testing kits mailed to you anywhere in BC, respond to surveys, and be referred to services and information for HIV care and prevention

I'm Ready, Talk: Through this app, you can access support from peer navigators before, during or after you do an HIV self-test. The peer navigators can help answer your questions about the I'm Ready research program, guide you to information about HIV self-testing and provide live, virtual support while you test. They can also point you to services and information for HIV care and prevention.

Sleep Cycle: Sleep Tracker Relax, sleep better and wake up feeling rested with Sleep Cycle, the smart alarm clock. Track sleep from bedtime to morning, and get detailed analysis with the app that makes waking up in the morning just that bit easier.

Links that are Bookmarked:

- STI testing/clinic finder: <https://smartsexresource.com/get-tested/clinic-finder>
- Online STI testing self-request: <https://getcheckedonline.com/Pages/default.aspx>
- Hepatitis Clinic finder: <http://www.bccdc.ca/health-info/prevention-public-health/bc-hepatitis-clinics>

Mental Health

MindShift CBT - Anxiety and Panic Relief: This is a free self-help anxiety relief app that helps you reduce worry, stress, and panic by following evidence-based strategies.

PTSD Coach Canada: The PTSD Coach Canada app can help you learn about and manage symptoms that can occur after trauma. It is always with you when you need it

and provides education about PTSD, a self-assessment tool, tools for managing distress, information on crisis support and professional treatment.

PocketWell: PocketWell aims to support people across Canada and Canadians living abroad, in both English and French. With PocketWell, you'll be able to use research-based tools to measure and track your well-being, including a Self-Assessment developed by psychologists. The Mood Meter will also let you keep a log of how you're doing through quick daily check-ins.

Thinkable: Anxiety relief: Can better thinking patterns reduce anxiety, stress and depression? The answer is YES! Research shows Thinkable helps users improve their mental health by training daily using the app for 14 days. Created by Dr. Guy Doron, clinical therapist and mobile health expert, and backed by research, Thinkable enables you to improve your thought process, confidence and mood without having to type a single line.

Insight Timer - Meditation, Sleep, Music: A free meditation app. Guided meditations, sleep music tracks and talks led by the top meditation and mindfulness experts, neuroscientists, psychologists and teachers

Breathr: Mindful Moments This app was developed for youth by BC Children's Hospital with experts and the help of young people - but open for anyone to give it a try. Begin to explore and experience practices of mindfulness and self-compassion, choosing from a variety of practices. Breathr can help you to live in the present moment, while providing interesting facts about the many benefits of mindfulness.

Foundry BC If you are a young person or a caregiver of a young person aged 12 to 24, living in British Columbia, Foundry is here to support you. The Foundry BC app offers drop-in and scheduled counselling, peer support, groups and other services as well as tools and resources that support you in living a good life.

What's Up? - Mental Health App What's Up? is a fantastic free app utilising some of the best CBT (Cognitive Behavioural Therapy) and ACT (Acceptance Commitment Therapy) methods to help you cope with Depression, Anxiety, Anger, Stress and more! With a beautiful, modern design, simple heading and easy-to-follow methods, you can get to what helps you the most in seconds!

Youper: Self-Guided Therapy Youper uses Cognitive Behavioral Therapy (CBT) techniques, the scientifically proven way to improve your mood. A study from Stanford University showed significant improvement in symptoms of depression and anxiety after using the Youper app.

Virtual Grief Support The app includes free Peer-led Virtual Grief Support Groups, a directory of Other Virtual Group Support Groups, a guided “Grief Journal”, chat space, families’ stories, News & other Information

nomo - Sobriety Clocks: An app to keep on track and motivated with sobriety goals- set clocks to see you how far you have made it in your journey, add accountability partners, earn chips for reaching certain milestones, or share your success on social media. <https://play.google.com/store/apps/details?id=air.com.parkerstech.day>

Helpful Contacts

Unlocking the Gates

Monday to Friday 9AM-4PM:

Call **1-604-518-3261**

After hours call: **1-778-938-2584**

CoolAid Access Health Centre,

Victoria;

Monday to Friday 9AM-4PM:

Call **250-385-1466**

Help 4 Hep BC

Call or text: **1-888-411-7578**

Vancouver Infectious Diseases

Centre, Vancouver;

Monday to Friday 9AM-4PM

Call **604-642-6429**

Hepatitis Services, BCCDC

Monday to Friday 9AM-4PM:

Call **1-604-707-2434**

Purpose Society, New Westminster;

Monday to Friday 9AM-4PM:

Call **604-526-2522**

ASK Wellness, Kamloops;

Monday to Friday 9AM-4PM:

Call **250-299-2262**

Positive Health Services, Surrey;

Monday to Friday 9AM-4PM:

Call **604-582-4581**

HIV and Hep C SST, Prince George;

Monday to Friday 9AM-4PM:

Call **1-888-645-6495**

Alliance Clinic, Surrey;

Monday to Friday 9AM-4PM:

Call **604-582-5826**

