BC MENTAL HEALTH
& SUBSTANCE USE SERVICES
Provincial Health Services Authority

BC Centre for Disease Control
Provincial Health Services Authority

CLIENT HANDBOOK

TEST LINK CALL

Connect with care, wherever you're at.

Pacific Public Health FOUNDATION

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UNLOCKING THE GATES SERVICES SOCIETY

What's in this handbook?

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Connect with care, wherever you're at.

Welcome & hello!

It's almost impossible now days to do anything without a cell phone. Phones are essential for us to access services, get healthcare, and even to call for help in an emergency. But they aren't cheap, and many of us have difficulty making ends meet, much less paying for minutes all the time. So that's why Test Link Call ('TLC' for short) was created– to help people who are living with a chronic health condition to get a phone and extra support to connect with the care they need.

Led by people with lived experience

TLC was designed by people who have lived experience of substance use, houselessness, and incarceration. They are employed as Peer Health Mentors in the program to support you to access the care you need.

Tailored to you

Whatever you need, we try to provide it– whether it's a new cell phone, a monthly phone plan, a ride to appointments, or someone to talk to.

We care

If you have feedback or suggestions, we want to hear it! TLC was created to help YOU, and we care about knowing if it works. We even invite participants from time to time to do paid focus groups or interviews.

Important stuff about your new phone

Your new cell phone is 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, and how to port your number to a different cell phone network if you want to. You get to keep your cell phone- it's yours forever. So please look after it!

You are receiving this phone to help you stay healthy and on track with your care plan. If you have not been in contact with your Peer Health Mentor or someone else on your 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 your phone is accidentally lost, stolen or damaged, please contact your Peer Health Mentor or the healthcare provider who gave it to you ASAP so that the plan can be cancelled and the phone can be blocked. We may be able to replace the phone for you, but this is depending on supplies available.

We gave you a case to protect your phone, but it will not completely eliminate the risk of breaking it if you drop it, so please be careful. We know it can be hard to keep your phone safe if you don't have a secure place to live, so here are some tips from other people who have received a phone through TLC that they used to protect their phone from theft:

- **Turn on the screen lock**
- **Keep your phone in a safe place and don't leave it unattended.** Safe places can be; in a pocket on the clothes you are wearing, in a fanny pack or waist pack, or with shelter staff or a trusted care provider.
- **Don't tell too many people about your new phone**, you don't know who will over hear.

Using your phone

Turning on screen lock on your phone

a. Open the Settings app (see picture to the left; swipe down at the top of the screen and tap the cog symbol in the top right corner of the screen)
b. In settings, scroll down and tap 'Lockscreen'
c. Tap 'Screen Lock Type' at the top of the page
d. Tap the type of lock you would like to use; the options are Pattern, PIN, Password, or Biometrics (face or finger).
e. Once you choose the type of secure screen lock you would like, enter it, then confirm it.

SUGGESTION: 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.

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 spoke to previous TLC clients to get their ideas about what would be useful to have pre-installed on the phones. We also get feedback and test all the apps and webpages before installing on cell phones. A variety of apps & websites are on your phone, including:

Connect by LifeGuard: If 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.

Talking Stick: a made-in-Saskatchewan anonymous chat app developed by First Nations, for First Nations. A judgement-free place to chat anonymously (one on one) with a First Nations Peer Advocate.

The Brave app: Connects people who use drugs to a 'support' who will provide remote supervision. If you overdose, your location is revealed to your supporter who can then call 911, or a contact you chose, to direct them to your location.

PTSD Coach Canada: Can help you learn about and manage symptoms that can occur after trauma. Provides education about PTSD, a self-assessment tool, tools for managing distress, information on crisis support and professional treatment.

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

Health Gateway: Provides secure and convenient access to your B.C. health records all in one place, including blood test and other lab results, medication history, immunization records, health visits and more.

SCAN ME!

Scan this QR code for a full list of all the apps & links on your phone & info about them.

Helpful phone numbers

Peer Support

Unlocking the Gates
Monday to Friday 9AM-4PM:
Call 1-604-518-3261
After hours call: 1-778-938-2584

Help 4 Hep BC
Call or text: 1-888-411-7578

Peer Support Warm Line
7 days a week, 1-9pm,
call: 1-888-768-2488

Hep C, Hep B, HIV or STI testing & treatment

ASK Wellness, Kamloops
Monday to Friday 9AM-4PM:
Call 250-299-2262

HIV and Hep C SST, Prince George
Monday to Friday 9AM-4PM:
Call 1-888-645-6495

CoolAid Access Health Centre, Victoria
Monday to Friday 9AM-4PM:
Call 250-385-1466

Vancouver Infectious Diseases Centre, Vancouver
Monday to Friday 9AM-4PM
Call 604-642-6429

Positive Health Services, Surrey
Monday to Friday 9AM-4PM:
Call 604-582-4581

Substance Use Support

Alcohol & Drug Information Referral Service
Free, confidential info & referral services to people in BC in need of support with any kind of substance use issue (alcohol or other drugs).
24/7 call: 1-800-663-1441

Mental Health Support

Wellness Together
Free telephone counselling available 24/7, call: 1-866-585-0445

BC Crisis Centre
Suicide crisis line available
24/7, call: 1-800-784-2433 (1-800-SUICIDE)

Métis Crisis Line
Toll-free number is available for immediate crisis intervention for Métis people across BC
call: 1-833-638-4722

KUU-US Crisis Services
24 hour crisis services through education, prevention and intervention programs for Indigenous people in BC.
24/7, call: 1-800-588-8717

Service Referrals

BC 211
Free, confidential, multilingual service that links people to resources for help, where and when they need it.
24/7, call: 2-1-1

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LINK

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Have you heard about the Teachings In The Air podcast?

Teachings In The Air is a podcast focusing on Indigenous health and wellness, hosted by Elder Gerry Oleman, a member of the St'at'imc Nation from Tsal'alh (Shalalth B.C.).

Teachings in the Air aims to inspire, motivate, and empower Indigenous people to be sound in mind, body and spirit – because that's what healthy means.

Scan the QR code to listen + subscribe to the podcast

TEACHINGSINTHEAIR.CA