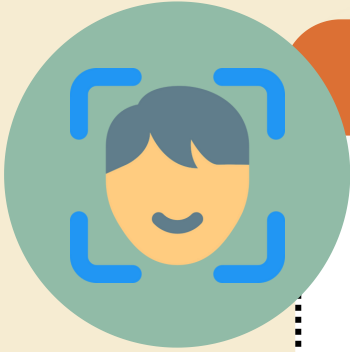


# Helping TLC Clients Keep Their Phone Safe



## Turn on Screen Lock when delivering phone

- You can help clients with this by following the instructions in the participants handbook
- They can use a passcode or pattern, but Biometrics (Face Recognition or Fingerprint) is recommended so they don't have to remember a password

## Clients should always keep their phone with them

In shared housing, even leaving the phone by their bedside while going to the bathroom can be a risk



## Encourage clients to keep the phone in the case provided to them

## Offer to look after the phone if your client is feeling unsure about keeping the phone safe

- Give your client the option to leave the phone with you or a case worker if they are unsure about their ability to keep it safe, such as when experiencing housing instability
- Some choose to give their phone to shelter staff in the evenings and pickup during the day



# Helping TLC Clients Keep Their Phone Safe



Create a safety plan with your client on how to keep their phone safe

- Let clients know to use pockets inside their clothes to keep their phone safe
- Encourage using a fanny pack/crossbody bag to keep their phone and other essentials safe and hidden

## Find my Mobile

- Some clients choose to use 'Find my Mobile' to feel more secure with tracking their phone
- They will need an email account to set this up



If the device is lost or stolen make sure your client knows to contact you!  
This will prevent unauthorized use of the phone and phone plan

Clients should avoid telling people about their new phone

- Many thefts occur from residents in the same housing complex, so being discreet with their new phone is important
- Clients should limit using their phone in the open where they may become target to theft

Shhh...

If you're unable to provide a crossbody bag or phone case you can send a request to [stbbi\\_pathways@bccdc.ca](mailto:stbbi_pathways@bccdc.ca)