



First Nations Health Authority
Health through wellness

Supporting Access to Care During COVID-19 – Free Tablet Distribution

Information and Frequently Asked Questions

The First Nations Health Authority (FNHA), in partnership with the [Social Planning and Research Council of BC](#) (SPARC) have 700 tablets available to help First Nations people and communities in BC stay connected to health services during the COVID-19 pandemic.

Tablets are Wi-Fi enabled and are intended to help clients access [programs and services](#) funded and/or delivered by the FNHA, such as the First Nations Virtual Doctor of the Day, First Nations Virtual Substance Use and Psychiatry Service and counselling through Health Benefits. The tablets also come loaded with apps that recipients may find useful on their health and wellness journeys.

Who is eligible for a tablet?

The FNHA encourages requests from:

- Both status and non-status First Nations individuals living in communities, urban areas and away from home,
- Nations,
- communities,
- First Nations service organizations (such as friendship centres).

Distribution is guided by the following principles:

- prioritizing access for individuals who have lost access to care due to restrictions related to the COVID-19 pandemic;
- targeting allocation to individuals experiencing barriers to care, including those with chronic health conditions and facing mobility or geographic barriers among others;
- meeting immediate needs related to the COVID-19 pandemic or opioid overdose emergency.

Due to the limited number of tablets, the FNHA may not be able to accommodate all requests. We encourage organizations to create a 'lending library' and loan tablets to individuals and families to fulfil an immediate need, before being returned to be lent to another client.

Visit www.fnha.ca/VirtualHealth for full details, including Frequently Asked Questions and the tablet request form. Return your completed tablet request form by email to UAFH@fnha.ca by June 7, 2021.

If you have questions, please email UAFH@fnha.ca.

Frequently Asked Questions

What programs and services can I access with the tablet?

The tablets help connect clients to programs and services funded and/or delivered by FNHA during the COVID-19 pandemic. They come with the following apps already installed:

- FNHA App
- BC COVID-19 App
- Zoom
- BC Health Service Locator App
- LifeLabs: Save My Spot
- Lifeguard

Individuals can use the Zoom app to connect with the First Nations [Virtual Doctor of the Day](#) and Virtual Substance Use and Psychiatry Service and other similar or related services.

Who is eligible to request a tablet?

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- Both status and non-status First Nations individuals living in communities, urban areas and away from home,
- Nations,
- communities,
- First Nations service organizations (such as friendship centres).

Will everyone who requests tablets be able to get them?

Due to the limited number of tablets, the FNHA may not be able to accommodate all requests.

The FNHA encourages organizations to create a 'lending library' and loan tablets to individuals and families to fulfil an immediate need, before being returned to be lent to another client.



What does 'urban and away-from-home' mean?

The FNHA uses the term "urban and away-from-home" instead of "off reserve". The urban and away-from-home population includes First Nations people in BC (status or non-status) who live in the following areas either full or part time:

- an urban area or city,
- a rural, remote or isolated area that is not in a First Nations community or on a reserve, or
- a reserve that is away from their home community.

When will I or my organization know if our request has been successful?

We will do our best to let you know the number of tablets you will be receiving by end of June 2021.

When can we expect to receive the tablets?

The FNHA anticipates the first tablets to be shipped by end of June or early July at the earliest. SPARC is activating and shipping the tablets to recipients in batches as they are ready.

If there are not enough tablets to meet every request, can the FNHA order more?

Not at this time. The FNHA received one-time funding for the tablets. If the initiative is successful, the FNHA may be able to apply for future funding.

Do the tablets have to be returned to the FNHA or SPARC? No.

About the Tablets

What type of tablets are they?

They are Samsung Galaxy A8 tablets.

Can they work over mobile data (3G/5G)?

No, they are Wi-Fi only.

Can I receive technical support to set up my tablet?

Yes. Call the SPARC tech help line at 604-718-8507 from 9 a.m. to 4 p.m., Monday to Friday. Tech support is guaranteed until September 30 2021, and may be extended depending on demand.

Is there a minimum internet speed?

The FNHA recommends a minimum of 600kbps upload/download speed to access the First Nations Virtual Doctor of the Day and First Nations Virtual Substance Use and Psychiatry Service on Zoom. You can check your internet speed at <https://www.speedtest.net>.