



# Digital Equity & Inclusion

## LOWER SUNSHINE COAST

Connecting digital resources in our community to people & organizations who need them.

FEATURING FOUR MAIN AREAS OF DIGITAL INCLUSION:

- Digital Skills & Support
- Access to Devices
- Access to the Internet
- Accessibility



SUNSHINE COAST  
**Resource Centre**

## What is Digital Equity?

Digital equity is about raising awareness that not everyone in our community has the same opportunities for access to technology, the internet, digital skills and digital content needed to connect and be safe online.

## What is Digital Inclusion?

Digital inclusion is about having equitable access to affordable digital technology and the internet and knowing how to use a technology for day-to-day activities. As a community, we can support digital equity for all by providing and advocating for:

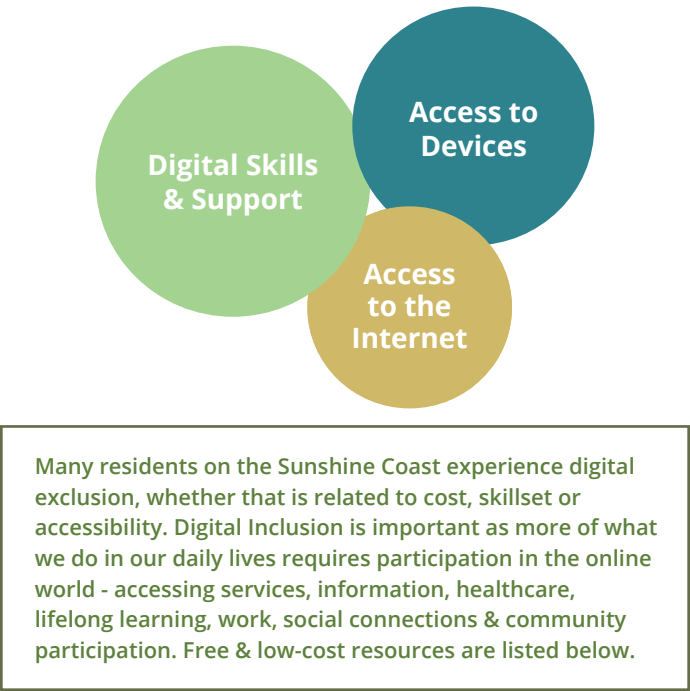
**DIGITAL SKILLS & SUPPORT:** Access to help with learning how to use a device and be safe online

**ACCESS TO DEVICES:** Access to affordable internet enabled digital devices that meet people’s needs

**ACCESS TO THE INTERNET:** Access to affordable and reliable internet

**ACCESSIBILITY:** Access to digital experiences designed to work for all people, whatever their hardware, software, language, location or ability

## What does Digital Inclusion look like on the Sunshine Coast?





Free Public WI-FI on the lower Sunshine Coast

## Digital Skills & Support

### IN-PERSON RESOURCES

#### Gibsons Public Library

Gibsons Library Tech Help can provide in-person assistance with your smartphone, tablet or laptop, and online documents. Contact the library to make a half-hour appointment.

604-886-2130  
470 South Fletcher Road, Gibsons  
gibsons.bc.libraries.coop/series/tech-help

#### Sechelt Public Library

Sechelt Library has a Technology Education Coordinator who can help in-person with accessing ebooks; computers; library databases; smartphones; tablets; websites; and more. Contact the library to make a half-hour appointment.

604-885-3260  
5797 Cowrie Street, Sechelt  
sechelt.bc.libraries.coop/discover/tech-ed-coord

#### Sunshine Coast Resource Centre (SCRC), Sechelt

The SCRC can provide support with navigating online forms, websites and information. Appointments are encouraged. Drop-in: Monday to Thursday

604-885-4088  
5674 Cowrie Street, Sechelt  
resourcecentre.ca

### ONLINE RESOURCES

#### GLUU Society

Gluu Society is a Canadian nonprofit that helps older adults learn to use technology. They provide free online learning resources and courses for older adults including the topic of online safety.

gluusociety.org

## Access to the Internet

Need help with affordable access to the internet? Telus has programs for people on a low income and need support connecting. Each program has an eligibility requirement:

### TELUS MOBILITY FOR GOOD

Provides eligible youth aging out of foster care and low-income seniors with a subsidized cell phone and data plan. There are also Mobility for Good programs for Indigenous Women at Risk and Government Assisted Refugees.

### TELUS INTERNET FOR GOOD PROGRAMS

Connect eligible families in need, youth aging out of care, people with disabilities and low-income seniors with low-cost internet.

For more information visit:  
telus.com/en/social-impact/connecting-canada

The Sunshine Coast Resource Centre can help you apply for TELUS programs, fill out forms, print or scan documents.

## Access to Devices

Digital inclusion involves access to affordable digital devices that are able to connect to the internet and that meet people’s needs.

### LIBRARIES

Sechelt and Gibsons libraries have computers available to use in the library for free & publicly accessible Wi-Fi. You need a library card or guest pass from the help desk to access the computers.

Gibsons Public Library  
604-886-2130 | 470 South Fletcher Road, Gibsons

Sechelt Public Library  
604-885-3260 | 5797 Cowrie Street, Sechelt

### EGMONT

Free access to desktop computer and printer/scanner available during store hours. Call ahead to confirm hours.

604-883-2222 | Bathgate Store, 6781 Bathgate Road, Egmont

### DONATE & ACCESS FREE/LOW COST DEVICES

#### Sunshine Coast Computer Kindness Program

A volunteer-run donation-driven program for rebuilding older, donated computers—desktops, laptops and tablets—and putting them into the hands of people in need at low or no cost.  
computerkindness.ca

#### Sunshine Coast Computer Kindness Corner

A drop-off and pick-up location at the Resource Centre in Sechelt accepting donations of phones, tablets and laptops in good working order with their charger cables. Connecting people in need with devices.  
resourcecentre.ca/programs/computer-kindness-corner

## Accessibility

Accessibility is about creating digital experiences designed to work for all people, whatever their hardware, software, language, location or ability. We all have a role to play—whether you are a business, not for profit organization, groups and individuals on the Coast—making digital information inclusive and accessible for everyone is important.

## Additional Resources

### DIGITAL RIGHTS & ADVOCACY

#### Canadian Wireless Code

Every Canadian with a mobile plan is protected by the Wireless Code. The code explains your rights as a consumer and also the rules your provider must follow.

[crtc.gc.ca/eng/phone/mobile/code.htm](http://crtc.gc.ca/eng/phone/mobile/code.htm)

### STAYING SAFE ONLINE

The internet can provide information, opportunities and connections, but there are risks to being online.

The BC Provincial Government has an Information Security Awareness website, while the Government of Canada operates the Canadian Anti-Fraud Centre.

These resources provide up-to-date information, events and valuable resources to help individuals stay safe online and stay informed about emerging cyber threats.

If you are a group or organization on the coast that is supporting people to connect in our increasingly digital society and you do not see your group's information in this resource guide, please reach out and let us know.

### NEED MORE HELP?

#### Sunshine Coast Resource Centre

Visit the Sunshine Coast Resource Centre at 5674 Cowrie Street in Sechelt if you need more help with getting connected, or visit our online Resource Guide.

[resourcecentre.ca/directory](http://resourcecentre.ca/directory)

#### Newsletter

Sign-up for our newsletter for new digital equity resource [resourcecentre.ca](http://resourcecentre.ca)

## Get in Touch

### CONTACT US

604.885.4088

[help@resourcecentre.ca](mailto:help@resourcecentre.ca)

[resourcecentre.ca](http://resourcecentre.ca)

### FIND US

5674 Cowrie Street, PO Box 1443

Sechelt, BC, V0N 3A0

Open Monday-Thursday

Looking for more information or other resources?

Contact us or visit our Online Directory at [resourcecentre.ca/resource-directory](http://resourcecentre.ca/resource-directory)

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