

Recovery Alberta Safeworks Supervised Consumption Services Good Neighbour Commitment

Recovery Alberta Safeworks Supervised Consumption Services

Safeworks Supervised Consumption Services (SCS) became operational in October 2017 at the Sheldon M. Chumir Health Centre in the Calgary Beltline Neighbourhood. Safeworks SCS provides a clean and hygienic environment for consumption (injection, ingestion, or snorting) of illicit substances under the supervision of medical and support staff. Safeworks SCS operates with an exemption from Health Canada to the *Controlled Drugs and Substances Act* and is licensed under the Alberta Mental Health Services Protection Act.

Services offered at Safeworks SCS include but are not limited to:

- Overdose prevention and response
- Case management
- Referral and community connection to services both within and outside of the Sheldon M. Chumir Health Centre
- Nutrition services
- Harm reduction education and supply distribution
- Naloxone kit teaching and distribution
- Wound care.

Neighbours and Key Stakeholders

This commitment seeks to include key stakeholders, neighbours (within a 500m radius of the SCS) and partners who will engage with Recovery Alberta to share concerns and collaborate to find solutions.

Stakeholders are listed below per the requirements set out in the [Recovery-oriented Supervised Consumption Services Standards](#): This list will be updated should there be changes to the standards or neighbouring stakeholders.

- Site Manager, Sheldon M. Chumir Health Centre
- Safeworks SCS staff
- Safeworks SCS clients
- Alberta Health Services Protective Services
- Victoria Park Business Improvement Area
- 4th Street Business Improvement Area
- Beltline Business Association
- Aboriginal Friendship Centre of Calgary
- City of Calgary
- Calgary Police Service

- Calgary Bylaw Services
- Calgary Public Library
- Community partners in harm reduction (Alpha House, SafeLink Alberta, AAWEAR, Calgary Homeless Foundation, etc.)
- Local businesses
- Local residents
- Calgary Parks
- Beltline Neighbourhoods Association
- And others identified, as appropriate

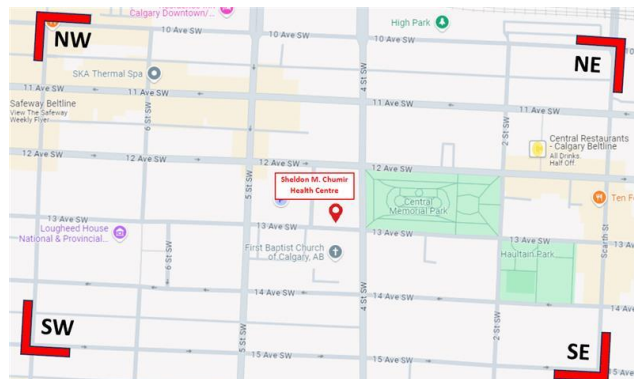


Figure 1. 500m radius around Recovery Alberta Safeworks Supervised Consumption Site.

Other Recovery Alberta, AHS staff and/or external partners, subject matter experts and researchers may be invited to attend a meeting for consultation purposes. Any member of the community can email scs.calgary@recoveryalberta.ca if they would like to be included in ongoing meetings.

Goals of the Commitment

This document is intended to illustrate Recovery Albertas' commitment to ongoing engagement and communication with community members and organizations, and to provide information on how neighbours and key stakeholders can bring forward concerns and expect them to be addressed regarding operations of the SCS.

Recovery Alberta is committed to:

- Ensuring lines of communication remain open between key partners, neighbours and site staff.
- Conduct daily walking outreach in the immediate 500m radius around Safeworks SCS. This includes needle debris clean-up, informal community stakeholder engagement, and client support. This is completed a minimum of three times per day.
- Creating opportunities for regularly scheduled engagement, every 12 months, where stakeholders can feel safe and respected to engage in discussions.
- Meetings with appropriate stakeholders as needed to address concerns brought forward.

- Address concerns raised by community members that are within the scope of Recovery Alberta in a timely manner that has been agreed upon by impacted parties.
- Share concerns not within the scope of Recovery Alberta with the appropriate individuals/organizations and be involved in resolution as appropriate.
- Create ongoing opportunities for stakeholders to be engaged and provide advice on responding to community concerns and the development of mitigation strategies.
- Share timely communications with stakeholders regarding any operational changes at the site.

Recovery Alberta acknowledges that we share a common desire with stakeholders to:

- Maintain a safe neighbourhood.
- Understand the scope and role of each organization and stakeholder in fostering and creating a safe community.
- Ensure respectful, open and timely communication.
- Engage in timely and productive discussions to resolve disputes and common issues facing the interested parties.
- Be available to participate in meetings and to provide updates respecting the SCS, with interested parties as appropriate.

Communication and Engagement Plan

Recovery Alberta will share updates related to the SCS in the community and work together to develop solutions. Meetings will be held on an annual basis unless issues arise, or as requested by stakeholders, to address concerns and develop solutions together. The SCS Manager will be in contact with stakeholders periodically to inform of any operational changes (as appropriate), and to receive feedback. Recovery Alberta will participate/communicate via existing community mechanisms to provide updates as requested and appropriate (i.e. – related committees).

Conflict/Complaint Resolution Process

- Complaints regarding the Recovery Alberta Safeworks SCS can be made by contacting the management team at scs.calgary@recoveryalberta.ca.
- All complaints will be logged and recorded as to date, time, name of complainant, nature of the complaint, and action taken.
- The Program Manager and/or Director will review all complaints and ensure they are addressed.
- Alternatively, if the concern is regarding client care, the Patient Relations Department may be contacted by phone at 1-855-550-2555.

Who to contact, and when

Who: Recovery Alberta Safeworks SCS Management

- **When:** Our management team is available to respond to questions or concerns related to Safeworks SCS operations or activities.

- **How:** email: scs.calgary@recoveryalberta.ca

Who: Recovery Alberta Safeworks Connect

- **When:** Safeworks Connect is available to immediate neighbours (within 500 m) of the Sheldon M. Chumir Health Centre to:
 - Support client engagement
 - Answer questions
 - Retrieve needle debris – 3 times per 24 hours (minimum once per 8-hour shift)
 - Respond to concerns or questions about harm reduction services.
- **Hours:** 24 hours a day, 7 days a week.
- **How:** call or text: 403-369-0578

Who: Alpha House HELP Team

- **When:** if you observe an individual who appears to be intoxicated, loitering, trespassing or sleeping in an area that they should not be, but otherwise appear peaceful and not being aggressive call the HELP Team. The HELP team is mobile, and able to transport and can help people get to a safe place.
- **Hours:** 24 hours a day, 7 days a week.
- **How:** call: 403-998-7388 or visit: <http://alphahousecalgary.com/services/outreach/>

Who: Alpha House Needle Debris Team

- **When:** If you see needle debris in public or private property, the mobile response program is available to safely dispose of needle/needle debris.
- **Hours:** 7 a.m. – 3 p.m., 7 days a week.
- **How:**
 - 403-796-5334 (call or text)
 - Report online: [Alpha House Needle Reporting Form](#)
 - Email: needle@alphahousecalgary.com
- **Note:** Be ready to provide:
 - Full address of the location
 - A description of where the needle is located
 - Your name and call back number
 - The number of needles, and any other drug paraphernalia.

Who: 911 Emergency Services

- **When:** If you are feeling threatened, unsafe, witness a crime, see a fire, or see someone needing immediate medical attention.
- **Hours:** 24/7
- **How:** for emergencies dial 911

Who: Calgary Police Services non-emergency line

- **When:** This should be used for all non-emergency situations, where an immediate response is not required, such as when time has elapsed since the incident, the suspect is not on scene, or you are calling about a nuisance issue (i.e. noise complaints).
- **Hours:** 24/7
- **How:** call: 403-266-1234

Who: 311 Calgary (City of Calgary)

- **When:** For City of Calgary information and non-emergency and non-law enforcement related services, including general municipal concerns (i.e. burnt-out streetlights, garbage collection, etc.) and non-emergency fire related inquiries.
- **Hours:** 24/7
- **How:** call: 311; website: <http://www.calgary.ca/311>