

# Recovery Alberta Royal Alexandra Hospital Inpatient Supervised Consumption Services Good Neighbour Commitment

## Recovery Alberta Royal Alexandra Hospital Inpatient Supervised Consumption Services

The Royal Alexandra Hospital Inpatient Supervised Consumption Service (RAH SCS) provides a clean and hygienic environment for consumption (injection, ingestion, or snorting) of illicit substances under the supervision of medical and support staff. RAH 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 the Royal Alexandra Inpatient SCS include but are not limited to:**

- Overdose prevention and response
- Peer-based Support
- Referral and community connection to services including ACARP (Acute Care Addiction Recovery Program)
- Harm reduction education and supply distribution
- Naloxone kit teaching and distribution

## Neighbours and Key Stakeholders

This commitment seeks to include key stakeholders, neighbours (within a 200m radius of the Royal Alexandra Hospital) 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.

- |                                       |  |
|---------------------------------------|--|
| • RAH SCS staff                       | • Edmonton Fire Services                                     |
| • RAH SCS clients                     | • Alberta Health Services – Emergency Medical Services       |
| • Kingsway Business Association       | • Alberta Health Services – Protective Services              |
| • Chinatown Business Association      | • Alberta Health Services – Glenrose Rehabilitation Hospital |
| • Metis Nation of Alberta – Region IV | • Local businesses   |
| • Central McDougall Community League  | • Local residents  |
| • Capital Care – Norwood              | • And others identified, as appropriate                      |
| • Royal Alex Place                    |  |
| • Victoria School                     |  |
| • City of Edmonton                    |  |
| • Edmonton Police Service             |  |



**Figure 1.** Recovery Alberta Royal Alexandra Hospital boundaries included as the designated search area around the RAH SCS.

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 [rah.supervisedconsumptionservices@recoveryalberta.ca](mailto:rah.supervisedconsumptionservices@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 RAH SCS.

Recovery Alberta is committed to:

- Ensuring lines of communication remain open between key partners, neighbours and site staff.
- The immediate hallways outside the RAH SCS will be checked for needle debris, at minimum, three times per day. Environmental Services and Protective Services staff monitor common areas within the Royal Alexandra Hospital for needle debris as part of their routine patrol/cleaning areas. Royal Alexandra Hospital Facilities, Maintenance, and Engineering staff routinely check the ground surrounding the hospital for needle debris twice daily (designated search area – see Figure 1).

- 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 Program 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 RAH SCS can be made by contacting the management team at [rah.supervisedconsumptionservices@recoveryalberta.ca](mailto:rah.supervisedconsumptionservices@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 RAH SCS Management

- **When:** Our management team is available to respond to questions or concerns related to RAH SCS operations or activities.
- **How:** email: [rah.supervisedconsumptionservices@recoveryalberta.ca](mailto:rah.supervisedconsumptionservices@recoveryalberta.ca)

### Who: Royal Alexandra Hospital Protective Services

- **When:** If staff, patients, or neighbours have safety concern, while on AHS property, they may contact Protective Services. *\*Note: Neighborhood safety concerns that are not on AHS property should be brought forward to Edmonton Police Service.*
- **Hours:** 24 hours a day, 7 days a week
- **How:** call: 780-342-5100

### Who: Edmonton Police Service Non-Emergency Line

- **When:** 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 hours a day, 7 days a week
- **How:** call: 780-423-4567

### Who: City of Edmonton Safe Needle Disposal

- **When:** If you see needle debris on public property requiring disposal.
- **Hours:** 7 a.m. – 7 p.m., 7 days a week
- **How:** call: 311
- **Note:** Be ready to provide:
  - Full address of the location
  - A description of where the needle is located

### Who: Boyle Street Community Services

- **When:** If you see needle debris on private property in the community and want support for needle disposal.
- **Hours:** 8:30 a.m. – 4:30 p.m.
- **How:** call: 780-426-0500

### 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