

## Alberta Health Services (AHS) Red Deer Overdose Prevention Site (OPS) Good Neighbour Commitment

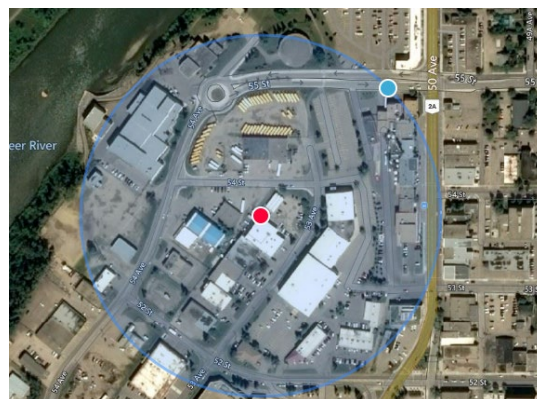
### Alberta Health Services (AHS) Red Deer Overdose Prevention Site

AHS Red Deer Overdose Prevention site aims to decrease the health and social impacts of substance use by providing a clean and hygienic environment for consumption (injection, ingestion, or snorting) of illicit substances under the supervision of medical and support staff.

The Red Deer Overdose Prevention Site offers either direct or indirect access to the following services:

- Accidental Opioid Poisoning Prevention and Related Emergency Response
- Addictions Counselling
- Case Management
- Primary Health Care
- Social Service Connections (e.g., housing, income, employment etc.)
- Nutrition and Basic Needs Services
- STBBI Counselling and Testing
- Facilitated access to substance use treatment and supports (e.g., withdrawal management, residential treatment, opioid agonist therapy)
- Harm Reduction Education
- Take Home Naloxone Kit Teaching and Distribution
- Legal Services
- Mental Health and Addictions Support

The Good Neighbour Commitment allows for a voluntary agreement between AHS – Red Deer Overdose Prevention Site and the neighbourhood. It addresses issues such as OPS property maintenance and appearance, neighbourhood codes of conduct, client and community safety, communication, monitoring activities outside the building during hours of operation, and 2 times daily sweeps within a 200m radius pick-up needle and consumption use related debris. AHS is dedicated to working with our neighbours to promote communication, assure safety, establish long-term relationships, and to provide a process for the resolution of conflict.



The Good Neighbour Commitment enables AHS and our neighbours to meet the needs of both our clients and the neighbourhood. The Good Neighbour Commitment is intended to ensure the accountability of the facility while protecting the people we serve, our neighbours, and The City of Red Deer.

## Neighbours and Key Stakeholders

This document seeks to include key stakeholders, neighbours and partners who will engage with AHS to share concerns and collaborate to find solutions.

Stakeholders will continue to be added to the list below as identified:

- Site Director, Adult Community Addiction and Mental Health
- Overdose Prevention Site operational staff
- AHS Protective Services
- Red Deer Downtown Business Association
- Downtown Business Improvement Area
- Safe Harbour Society
- Turning Point Society of Central Alberta
- City of Red Deer
- Red Deer Royal Canadian Mounted Police
- Alberta Health Services – Addition and Mental Health Partners
- Downtown Businesses
- Downtown Residents
- Downtown Landowners
- Red Deer Parks
- Alberta Alliance Who Educate and Advocate Responsibly (AAWEAR) member with lived experience
- Other ad hoc members such as peer support workers, those with lived experience and front-line staff.

Other AHS staff and/or external partners, experts and researchers may be invited to attend a meeting for consultation purposes. Any member of the community can email [natasha.stagg@ahs.ca](mailto:natasha.stagg@ahs.ca) if they would like to be included in ongoing meetings.

## Goals of the Commitment

This document is intended to illustrate AHS' commitment to ongoing engagement and communication with the community and provide information on how parties can bring forward concerns and expect them to be addressed.

AHS is committed to:

- Ensuring lines of communication remain open between key partners, neighbours and site staff.
- Creating opportunities for regularly scheduled engagement, annually, where stakeholders can feel safe and respected to engage in discussions.
- Additional meetings will be scheduled with appropriate stakeholders as needed to address concerns brought forward.

- Address concerns raised by community members that are within the scope of AHS in a timely manner that has been agreed upon by impacted parties.
- Share concerns not within the scope of AHS 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 or major structural changes at the site.
- Community Safety
  - All clients will be informed of AHS policies and procedures: including conduct, hours of operation, and boundaries.
  - AHS staff will periodically check the property during hours of operation to monitor activities outside the building (e.g., loitering). Security will do perimeter checks of the property every 30 minutes.
  - Red Deer Overdose Prevention Site will be adequately and professionally staffed to meet Health Canada and professional association standards. All staff will be highly trained and informed of policies, protocols, and guidelines, and safety procedures.
  - Maintain Overdose Prevention Site Property to best of our abilities.

#### AHS – Overdose Prevention Site Property

- Trash and litter
  - Loose trash and litter on the property will be picked up daily. Covered garbage receptacles are placed in convenient locations on the property and placed for trash collection weekly.
- Outdoor lighting
  - There will be sufficient outdoor lighting in place to ensure all areas of the property are well lit at night.
- Parking
  - There will be adequate on-site parking for staff and service providers. Parking lots will be maintained and serviced.
- Security
  - Protective Services and cameras will monitor the exterior of the building 24 hours a day/7 days a week
- Sidewalks and walkways
  - All sidewalks and walkways on the property will be kept clear of snow and ice and maintained for the safety of pedestrians.

#### Parties entering into this commitment share a common desire to:

- Create 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.
- Attend engagement sessions every 6 months to discuss concerns, share updates on the Site and activities in the community.

- Meet as frequently as needed to address concerns beyond the regularly scheduled engagement session.

## Communication and Engagement

At a minimum, AHS will host an engagement session once per year to provide an opportunity for stakeholders to meet one another, share updates related to the site and the community, share concerns, and work together to develop solutions.

Invitations will be mailed, or hand delivered to stakeholders at least 30 days prior to engagement sessions. R.S.V.P information will be included.

Additional meetings will be held as issues arise to bring together stakeholders necessary to address the concern and develop solutions, together. AHS may explore regular updates to stakeholders as needed.

Ongoing collaboration and communication with Red Deer R.C.M.P, Downtown Business Association, AAWEAR, and key social and health service providers.

## Conflict Resolution Process

- Complaints to AHS – Overdose Prevention site can be made by calling the OPS Response line at 587-447-1235 or phoning/emailing AHS – OPS Management directly at 587-679-4284
- All complaints will be logged and recorded as to date, time, name of complainant, nature of the complaint, and action taken.
- The Director and/or the Clinical Manager will review all complaints and ensure they are addressed.
- If unsatisfied, the complainants will be invited to present their concerns to the Director and/or Site Manager

## Who to Contact, When

- **Who: Overdose Prevention Site Management**
  - **When:** If you have any questions or concerns related to site operations or activities
  - **How:** email [natasha.stagg@ahs.ca](mailto:natasha.stagg@ahs.ca)
- **Who: Overdose Prevention Site Response Line –**
  - **When:** OPS Response line is available to immediate neighbours within a 200 meter radius of the Overdose Prevention Site to support client engagement, answer questions, retrieve needle debris, or respond to concerns or questions about harm reduction services related to the Overdose Prevention Site.  
Hours: 8 a.m. – 4 p.m.
  - **How:** call or text 587-447-1235
- **Who: Safe Harbour Social Diversion Team**
  - **When:** Provides callers with either community referrals or non-emergent crisis intervention support such as individuals experiencing mental health or addiction crisis, homelessness or other non-emergent needs.  
Hours: 7 a.m. – 7 p.m.
  - **How:** call 211

- **Who: Red Deer Emergency Services**
  - **When:** If you see someone in emergent medical distress or you are feeling threatened or unsafe or witness a crime
  - **How:** call 9-1-1
- **Who: Red Deer R.C.M.P 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)
  - **How:** call 403-406-2200