

Alberta Health Services (AHS) Safeworks Supervised Consumption Site (SCS) Good Neighbour Commitment

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Safeworks Supervised Consumption Services (SCS) became operational in October, 2017 at the Sheldon M. Chumir Health Centre in the Calgary Beltline Neighbourhood. Safeworks 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. Safeworks operates with an exemption from Health Canada to the *Controlled Drugs and Substances Act*.

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

- Overdose prevention and response
- Addictions Counselling
- Case management
- Referrals and community connection
- Nutrition services
- STBBI counselling and testing
- Harm reduction education and supply distribution
- Naloxone kit teaching and distribution

Neighbours and Key Stakeholders

This agreement 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 Manager, Sheldon M. Chumir Health Centre
- Safeworks operational staff
- AHS Protective Services
- Victoria Park Business Improvement Area
- 4 Street Business Improvement Area
- Beltline Box
- Aboriginal Friendship Centre of Calgary
- City of Calgary
- Calgary Police Service
- Calgary Bylaw Services
- Community partners in harm reduction (Alpha House, SafeLink Alberta, Calgary Homeless Foundation, etc.)
- Local businesses
- Local residents
- Calgary Parks
- Beltline Neighbourhoods Association

- 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 scs.calgary@ahs.ca if they would like to be included in ongoing meetings.

Goals of the Agreement

This agreement 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, every 6 months, 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 changes at the site.

Parties entering into this agreement 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.

Additional meetings will be held as issues arise to bring together stakeholders necessary to address the concern and develop solutions, together. This will need to be decided by the committee in how to call additional meetings by committee members.

AHS may explore regular updates to the committee between meetings. Frequency of updates to be determined by the committee.

Community clean ups with a focus on needle debris clean up to be organized throughout the year by Safeworks where other outreach organizations and any interested community residents or business can participate in the clean up. A minimum of 3 scheduled clean up days would be implemented and communicated to BIAs and community associations and what activities would be supported in the clean up (i.e., needle debris pick up, food provision and various outreach services to targeted population in the area).

Improved Calgary Police Service (CPS) communication during committee meetings.

Who to Contact, When

- **Who: Safeworks Management**
 - **When:** If you have any questions or concerns related to site operations or activities
 - **How:** email scs.calgary@ahs.ca
- **Who: Safeworks Connect**
 - **When:** Safeworks Connect is available to immediate neighbours of the Sheldon M. Chumir Health Centre to support client engagement, answer questions, retrieve needle debris, or respond to concerns or questions about harm reduction services
Hours: 8 a.m. – 11 p.m.
 - **How:** call or text: 403-369-0578
- **Who: Alpha House DOAP 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 DOAP Team. They are mobile, able to transport and can help people get to a safe place
Hours: 24 hours a day
 - **How:** call: 403-998-7388
- **Who: Needle Debris Pick-up Team**
 - **When:** If you find a needle please call the team to come pick it up
Hours: 7 a.m. – 8 p.m. Monday to Friday
 - **How:** call or text: 403-796-5334. Needle debris can also be reported via <http://alphahousecalgary.com/services/outreach/>
- **Who: City of Calgary (Needle Response)**

- **When:** If you have needle debris requiring an immediate response outside the hours of operation of the Needle Debris Pick-up Team, call for a response from the Calgary Fire Department
- **How:** call 403-264-1022
- **Who: General City of Calgary concerns**
 - **When:** General municipal concerns (i.e. burnt out street lights, garbage collection, etc.) will be forwarded to the appropriate department
 - **How:** call: 311
- **Who: Calgary Police Service Emergency**
 - **When:** If you are feeling threatened or unsafe or witness a crime
 - **How:** call 9-1-1
- **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)
 - **How:** call: 403-266-1234