

Alberta Health Services (AHS) Royal Alexandra Hospital Inpatient Supervised Consumption Site (SCS) Good Neighbour Commitment

Alberta Health Services (AHS) Royal Alexandra Hospital Inpatient Supervised Consumption Service (SCS)

SCS at the Royal Alexandra Hospital provides supervised consumption services to admitted and emergency department patients only. Services at this site include:

- Opioid agonist therapy
- Peer-based support
- Addiction counselling
- Medical detoxification
- Referral to community-based resources, addiction treatment and primary care

Neighbours and key stakeholders

This commitment seeks to include key stakeholders, Neighbours and partners to engage with AHS to share concerns and collaborate to find solutions. Neighbours entering into this commitment have been identified within a 200 m radius of the RAH SCS.

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

- Kingsway Business Association
- Local Community Leagues
- Central McDougall
- Glenrose Rehabilitation Hospital
- Norwood Capital Care Centre
- Royal Alex Place
- Victoria School
- City of Edmonton
- Edmonton Police Service

Other interested parties falling within 500 m of the RAH SCS, Alberta Health Services (AHS) staff and/or external partners, experts and researchers, may be invited to attend a meeting for engagement and consultation purposes. Any Neighbour can contact the site per the **Who to Contact** information below.

Goals of the commitment

This is intended to illustrate AHS' commitment to ongoing engagement and communication with community members and organizations, and to provide information on how neighbours and key stakeholders may bring forward concerns to be addressed.

AHS is committed to:

- Ensuring the lines of communication remain open between key partners, neighbours and site staff.
- Creating opportunities for regularly scheduled engagement where stakeholders may feel safe and respected to engage in discussions.
- Scheduling additional meetings with appropriate stakeholders as needed to address concerns brought forward.
- Addressing concerns raised by community members that are within the scope of AHS' mandate, in a timely manner.
- Sharing concerns, outside of the scope of AHS' mandate, with the appropriate individuals/organizations, and remaining involved in resolution, as appropriate.
- Sharing timely communications with stakeholders regarding any operational changes at the site.

We ask our neighbours to join with AHS in committing to:

- Support a safe Neighbourhood.
- Understand and appreciate the scope and role of each organization and stakeholder in fostering and creating a safe community.
- Engage in respectful, open and timely communication.
- Engage in timely and productive discussions to resolve disputes and common issues facing interested and impacted parties.
- Attend engagement sessions to discuss concerns and share updates on the Site and activities in the community.
- Meet as frequently as needed to address concerns.

Communication, engagement and concern resolution plan

AHS will host a session, at a minimum of annually, 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 stakeholders together to address concerns and identify potential solutions.

SCS leadership will respond to concerns brought to AHS RAH SC within 5 business days of receiving the concern. SCS Leadership will work with the concerned party to come to a

resolution. All concerns will be documented and maybe reviewed at community engagement sessions.

Who to contact and when

- **Who: RAH SCS Management**
 - **When:** RAH Staff, or external stakeholders may bring forward concerns related to site operations directly to site leadership.
 - **How:** Email us at rah.supervisedconsumptionservices@ahs.ca
- **Who: RAH Protective Services**
 - **When:** If staff, patients, or neighbours have safety concerns, while on AHS property, they may contact Protective Services. **Note: Neighbourhood safety concerns that are not on AHS property should be brought forward through Edmonton Police Service.*
 - **How:** Call 780-342-5100
- **Who: Patient Relations**
 - **When:** Patients and families with feedback or concerns regarding patient care.
 - **How:** Contact Patient Relations at 1-855-550-2555.
- **Who: Edmonton Police Service Emergency**
 - **When:** Any member of the public feeling threatened or unsafe or witness a crime
 - **How:** Call 9-1-1.
- **Who: Edmonton Police Services 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).
 - **How:** Call 780-423-4567
- **Who: Boyle Street Needle Debris Team**
 - **When:** Needle debris found on private property in the community.
 - **How:** Call 780-426-0500.
- **Who: City of Edmonton (Needle Response)**
 - **When:** Needle debris found on public property, requiring an immediate response.
 - **How:** Call 311
- **Who: City of Edmonton**
 - **When:** To address general municipal concerns (i.e., burnt out streetlights, garbage collection, etc).
 - **How:** Call: 311