

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

### Alberta Health Services (AHS) Lethbridge Mobile Overdose Prevention Site (OPS)

AHS provides evidence-based intervention services within a recovery-oriented system of care at the Overdose Prevention Site (OPS) in Lethbridge. Staff provide supervision and support to clients consuming substances, and pathways to addiction treatment and other recovery-oriented services. The OPS has been operating outside of the Lethbridge Shelter since August, 2020. (see Appendix A) The site operates from 8 a.m. to 4 a.m. (the following day) seven days a week.

Services offered at Lethbridge OPS include but are not limited to:

- Overdose prevention and response
- Addictions Counselling
- Case management
- Referrals and community connection
- Harm reduction education and supply distribution
- Naloxone kit teaching and distribution
- Wound care

### Neighbours and key stakeholders

This document seeks to outline AHS's commitment and plan to engage key stakeholders, neighbours and partners of the OPS in Lethbridge to share concerns and to collaborate to find solutions.

Stakeholders will continue to be added to the list below (per the requirements set out in the [Recovery-Oriented Supervised Consumption Services Standards](#)):

- Blood Tribe Department of Health
- City of Lethbridge
- City Lethbridge Vehicle Impound
- Lethbridge Police Service
- Soup Kitchen
- The Kitchen Centre
- Eldorado RV
- Lealta Building Supplies
- CW Alignment

- Great Canadian Oil Change
- Family Ties
- John Howard Society of Alberta
- Service Master of Lethbridge
- Bridge Vacuum Cleaning Supplies
- Securcom Technologies Inc
- And others as identified, as appropriate

Any neighbour of the site can connect with the OPS Manager for information, or to be included in ongoing meetings.

## Goals of the commitment

This document 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 can bring forward concerns to be addressed with regard to operations of the OPS.

AHS is committed to:

- Ensuring lines of communication remain open between key partners, neighbours and site staff.
- Creating opportunities for regularly scheduled engagement where stakeholders can 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 neighbors and key stakeholders that are within the scope of AHS' mandate in a timely manner.
- Sharing concerns not within the scope of AHS' mandate with the appropriate individuals and organizations, while remaining involved in resolution as appropriate.
- Sharing timely communications with stakeholders regarding any operational changes at the OPS.
- Sharing the process for search and collection of discarded drug consumption supplies.

## AHS acknowledges that we share a common desire with stakeholders to:

- Create a safe Neighborhood.
- 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 interested and impacted parties.
- Meet regularly and as frequently as needed to address concerns.

## Communication and engagement plan:

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

Additional meetings will be held as issues arise, or as requested by stakeholders, to address concerns and develop solutions.

The AHS OPS Manager will be in contact with stakeholders periodically to inform of any operational changes (as appropriate), and to receive feedback.

AHS will participate/communicate via existing community mechanisms to provide updates as requested and appropriate (i.e. – related committees).

## Who to contact and when:

- **Who:** AHS Lethbridge OPS
  - **When:** If you have questions or concerns related to Lethbridge OPS operations.
  - How:** (p): (403) 892-2151 and ask to speak with the OPS Manager
  
- **Who:** Blood Tribe Department of Health
  - **When:** If you have questions or concerns related to operations at the shelter.
  - How:** (p): (587) 612-5356 and ask to speak with the Shelter Manager/Coordinator
  
- **Who:** 911 Emergency Services
  - **When:** If you are feeling threatened, unsafe, witness a crime, or see someone needing immediate medical attention.
  - **How:** for emergencies dial 911
  
- **Who:** Lethbridge police non-emergency
  - **When:** For all non-emergency situations where an immediate response is not required, such as trespassing (non-violent/no weapons), 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:** (403) 328-4444

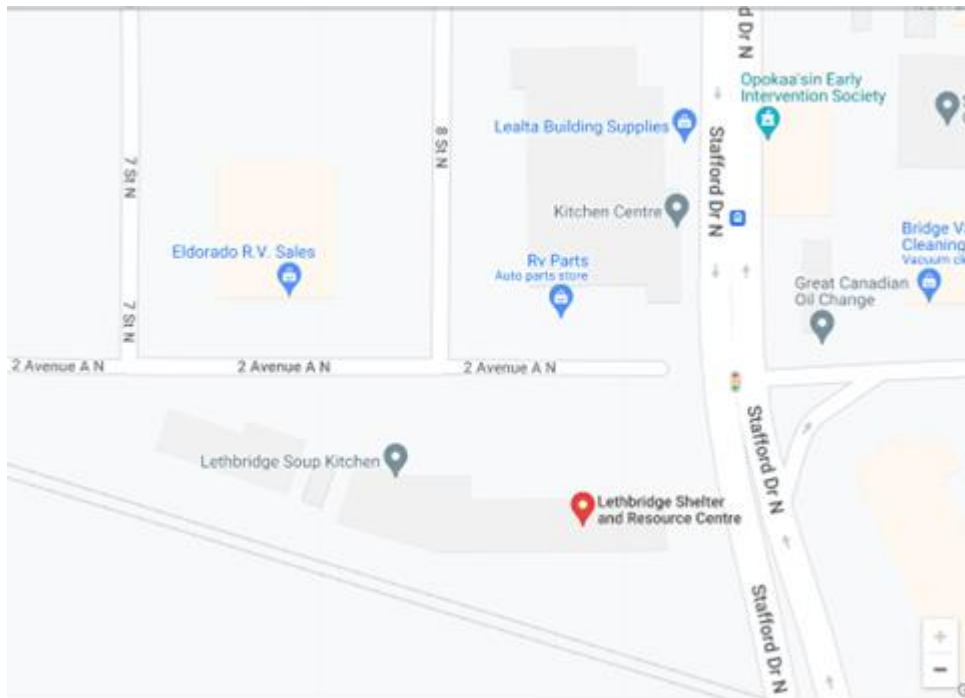
- **Who:** City of Lethbridge
  - **When:** Make a city inquiry if you have a concern related to
    - Needle/paraphernalia debris
    - Encampment
    - Biohazard
    - Other city inquiry
  - **How:** Call 311
  - **Webform:** <https://forms.lethbridge.ca/311-Forms/CSD/Report-a-public-safety-issue>

**Safe Walk**

- **When:** The Watch provides escorted walks within their patrol zone in Lethbridge between 10 a.m. to 10 p.m., 7 days a week
- **How:** Call (T): (403) 715-9255 (WALK)

**Appendix A**

MAPS – Location and Clean up area



Source: Map data @ 2023 Google