

Supervised Consumption Site: Staffing roles, Hours and Client Flow

Staffing at the Clinic

Staffing levels, resources and hours of operation will be based on funding and approvals through the formal application process. This document provides anticipated needs based on industry standards, comparisons to other SCS's and local data but will be subject to change based on final approvals.

The core staff members of the supervised consumption site will be comprised of: Registered Nurses, peer support and harm reduction staff. In addition, there will be an integrated service model of community partners and stakeholders to provide wrap around services and supports on-site, including pathways to treatment and counselling.

On each shift at the Supervised Consumption Site there will be four clinic staff comprised of:

- A registered nurse to conduct assessments, monitor clients, manage situations of overdose, provide health education and wound care
- Peer support to facilitate access to the site, provide education, support, and referral to other supports and or treatments as requested by the individual accessing the site
- Two harm reduction staff to facilitate access to the site, provide support and or brief counselling and drug checking

A security guard during the hours of operation will manage perimeter security, discourage loitering and harassment of clients entering the site and provide client support in accessing the space. Security will provide assistance in de-escalating conflict if staff are unable or are otherwise engaged with other clinic attendees.

Examples of service providers who will be part of the integrated service model for wrap around services will include but is not limited to:

- Gilbert Centre
- John Howard Society
- CMHA Services (Mental Health, Housing, Nurse Practitioner, Addictions Outreach, Home/Community Mobile Withdrawal Services)
- Simcoe Muskoka District Health Unit (Sexual Health/Harm Reduction)

Hours of Operation

Based on an analysis of other sites operating in the province with similar populations to Barrie and local epidemiological data (ER overdose visits and paramedic calls based on time of day) we anticipate the hours of operation to be: 9:00 am – 11:30 pm, 7 days a week

Client Flow within the Clinic

Example of a typical interaction

The flow within the clinic has individuals entering the clinic in one door, flowing through the process and exiting through a separate door. When a person accesses the clinic reception, they will be greeted by a peer or harm reduction staff. Attendees would be invited to the intake room where limited personal information is collected for the NEO 360 database (ex. Age, preferred name, gender identification if applicable indigenous self-identification). Once information is entered into NEO 360 individuals will be provided with a code for future use at the clinic. Information about the type of substance they will be using and how they intend to use it will be gathered during the access and greeting phase. Individuals may be offered the option of Peer Assist for the consumption process as well as drug checking services.

Individuals will be guided to the Safe Use Room where the Nurse will confirm their information, substance of choice and consumption preference. The process is monitored and the individual proceeds to the post consumption room where peer support and or harm reduction staff monitor post use, provide support and or requested resources. During the monitoring phase staff / peers will create the opportunity and space to engage with individuals to ensure resources, supports, and options for treatment and or counselling can be explored

Once the individual is deemed to be medically stable and cleared, they may exit the clinic, or connect with wrap-around services at that time. During this exit phase, staff will follow up on the needs and goals as identified by the individual and ensure there is a pathway to service and or support/resources. Staff will provide an offer to assist and will provide supportive guidance in order to facilitate connections to wrap around services (ex. Primary care, counselling, housing, treatment etc.). The process in its entirety takes approximately 20-30 minutes for a basic interaction.

Additional details and information

Staff Roles in managing flow

Staff will provide client centred, trauma informed care and build rapport with clients to facilitate ongoing support and access to services. As appropriate, staff will de-escalate conflict, remind clients of the code of conduct and if needed call security to assist.

Each staff in the injection room will respond to an overdose as needed, with the RN managing the clinical needs and ensuring the client is medically stable prior to discharge from the site.

Connection to wrap around services will be offered anytime during the client visit by any SCS staff as the need arises, but in particular at intake and in the aftercare room.

Anticipated layout in the clinic

As indicated, the intended flow is for individuals to enter into the reception area, flow through the space to the various stations and exit through a separate area. There will be an injection space with 4 booths, and a connected aftercare space. A minimum of two additional offices will provide counselling, testing, and other wrap around services. There will be an all-gender client washroom that is accessible and one staff all gender washroom. The foot washing station and wound care will be located in the injection space.