

CMHA SCB Consumption and Treatment Service Site: Staffing roles, Hours and Client Flow

Staffing at the Clinic

The core staff members of the safe consumption site will be comprised of: Regulated Health Professionals (RHP), 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 including pathways to treatment and counselling.

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

- An RHP 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

Two security guards will be on site 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 – 9:00 pm

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). 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.

Individuals will be guided to the consumption area where the RHP will confirm their information, substance of choice and consumption preference. The process is monitored and the individual proceeds to the aftercare area where peer support and or harm reduction staff monitor post use, provide support and or requested resources.

Once the individual has been cleared and deemed to be medically stable, they may exit the clinic. The process in its entirety takes approximately 20-30 minutes.

Additional details and information

Staff Roles in managing flow

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

Each staff in the injection room will respond to an overdose as needed, with the RHP 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 area.

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 a consumption area with 4 booths, and a connected aftercare space. A minimum of two additional offices will provide counselling, testing, and other wrap around services. Onsite services will include HIV/Hepatitis C testing, referrals to housing support, wound care, and primary care. 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 consumption area.