

## Recovery Alberta Lethbridge Overdose Prevention Site Good Neighbour Commitment

### Recovery Alberta Lethbridge Overdose Prevention Site

Recovery Alberta 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. 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:

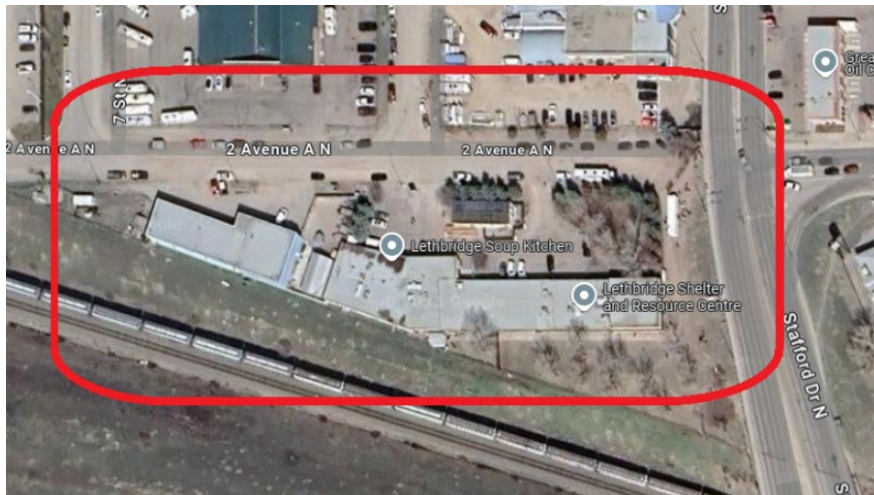
- Overdose prevention and response
- Addictions counselling
- Case management
- Referral and community connection to services
- Harm reduction education and supply distribution
- Naloxone kit teaching and distribution
- Wound care
- Facilitated access to substance use treatment and supports (e.g., withdrawal management, bed-based treatment, opioid agonist therapy)
- On-site Peer Support

### Neighbours and Key Stakeholders

This agreement seeks to include key stakeholders, neighbours (within an approximate one block radius) and partners who will engage with Recovery Alberta to share concerns and collaborate to find solutions.

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

- |   |   |
|---|---|
| • Blood Tribe Department of Health Inc. | • Family Ties                           |
| • Lethbridge OPS staff                  | • John Howard Society of Alberta        |
| • Lethbridge OPS clients                | • Service Master of Lethbridge          |
| • City of Lethbridge                    | • Bridge Vacuum Cleaning Supplies       |
| • The Kitchen Centre                    | • Securcom Technologies Inc.            |
| • Streets Alive Mission                 | • Backyard Leisure                      |
| • Lealta Building Supplies              | • Alberta Health Services (AHS)         |
| • Great Canadian Oil Change             | • And others identified, as appropriate |



**Figure 1.** Approximate one block radius around Recovery Alberta Lethbridge Overdose Prevention Site.

Other Recovery Alberta 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 [cameron.hoffman@recoveryalberta.ca](mailto:cameron.hoffman@recoveryalberta.ca) if they would like to be included in ongoing meetings.

## Goals of the Commitment

This document is intended to illustrate Recovery Albertas' commitment to ongoing engagement and communication with the community members and organization, and to provide information on how neighbours and key stakeholders can bring forward concerns and expect them to be addressed regarding operations of the Overdose Prevention Site.

Recovery Alberta is committed to:

- Ensuring lines of communication remain open between key partners, neighbours and site staff.
- Creating opportunities for regularly scheduled engagement, annually and as needed, 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 Recovery Alberta in a timely manner that has been agreed upon by impacted parties.
- Share concerns not within the scope of Recovery Alberta 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 or major structural changes at the site.
- Community Safety:
  - All clients will be informed of Recovery Alberta policies and procedures: including conduct, hours of operation, and site boundaries.

- Recovery Alberta staff will periodically check the property during hours of operation to monitor activities outside the building (e.g., loitering). Security will also complete perimeter checks of the property every 30 minutes and as needed during hours of operation.
- Lethbridge OPS will be adequately and professionally staffed to meet Health Canada and professional association standards. All staff will be highly trained and informed of policies, protocols, and guidelines, and safety procedures.

Recovery Alberta acknowledges that we share a common desire with stakeholders 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.
- Meet as frequently as needed to address concerns beyond the regularly scheduled engagement session.

## Communication and Engagement Plan

Recovery Alberta will share updates related to the OPS in the community, share concerns and work together to develop solutions. Meetings will be held as issues arise, or as requested by stakeholders, to address concerns and develop solutions together. The OPS Manager will be in contact with stakeholders periodically to inform of any operational changes (as appropriate), and to receive feedback. Recovery Alberta will participate/communicate via existing community mechanisms to provides updates as requested and appropriate (i.e. – related committees).

## Conflict/Complaint Resolution Process

- Complaints regarding the Recovery Alberta Lethbridge OPS can be made by emailing the manager at [cameron.hoffman@recoveryalberta.ca](mailto:cameron.hoffman@recoveryalberta.ca).
- All complaints will be logged and recorded as to date, time, name of complainant, nature of the complaint, and action taken.
- The Director and/or the Site Manager will review all complaints and ensure they are addressed.
- If unsatisfied, the complainants will be invited to present their concerns to the Director and/or Site Manager.
- Alternatively, if the concern is regarding client care, the Patient Relations Department may be contacted by phone at 1-855-550-2555.

## Who to contact, When

### Who: OPS Management

- **When:** If you have any questions or concerns related to site operations or activities
- **How:** call 403-388-7607 or email [cameron.hoffman@recoveryalberta.ca](mailto:cameron.hoffman@recoveryalberta.ca) (manager)

### Who: City of Lethbridge Needle Pickup Hotline

- **When:** Provides callers with either community referrals or non-emergent crisis intervention support such as individuals experiencing mental health or addiction crisis, homelessness, or other non-emergent needs
- **Hours:** 8:30 a.m. – 9 p.m.
- **How:** call 403-332-0722
- **Be prepared to provide:** the full address, description of where the needle is located, the number of needles and any other drug paraphernalia, your name and call back number.

### Who: City of Lethbridge Encampment Hotline

- **When:** If you are concerned about or would like to report an encampment
- **Hours:** 24/7
- **How:** call 3-1-1

### Who: Lethbridge Emergency Services

- **When:** If you see someone in emergent medical distress or you are feeling threatened or unsafe or witness a crime
- **Hours:** 24/7
- **How:** call 9-1-1

### Who: Lethbridge Police 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)
- **Hours:** 24/7
- **How:** call 403-328-4444