

NATIONAL OVERDOSE RESPONSE SERVICE



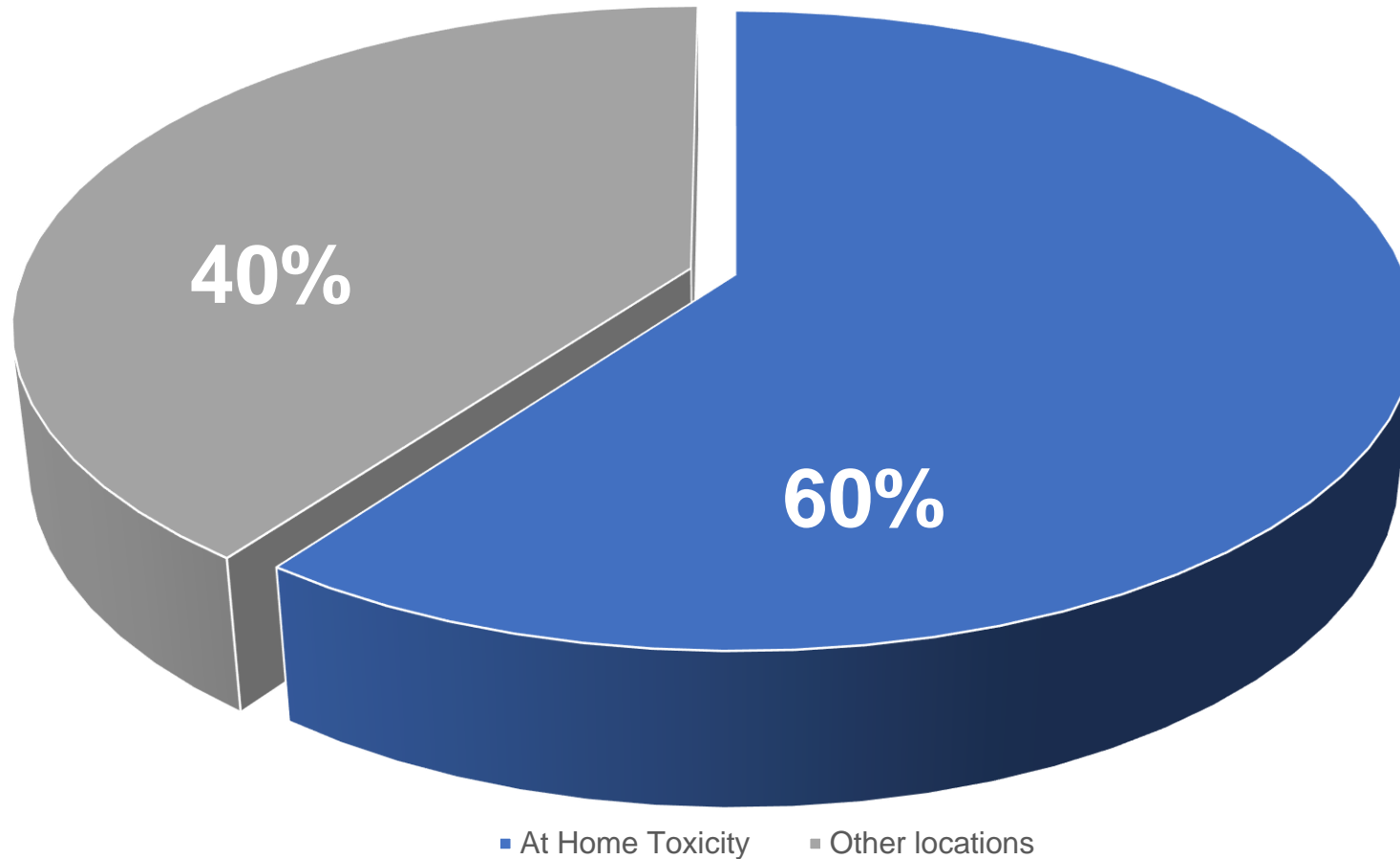
September
23, 2021

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We acknowledge that this program is taking place on the unceded and traditional territories of thousands of First Nations, Metis, Inuit, and Indigenous First Peoples.

We also acknowledge that starting a 'national' phone line is fraught with political discrepancies and systemic racism beyond our ability to address at this moment. Our purpose is to provide a service to all who reside here so that no one needs to die from using drugs alone.

SOME BACKGROUND:



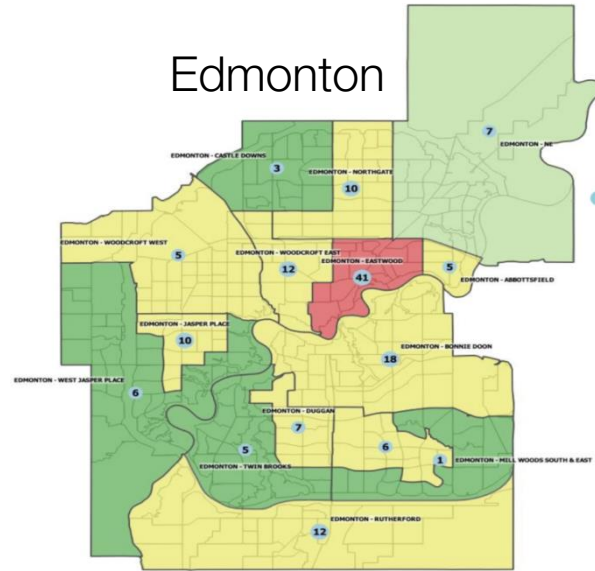
60% of Opioid Toxicities occur in someone's own home.

NATIONAL OVERDOSE RESPONSE SERVICE

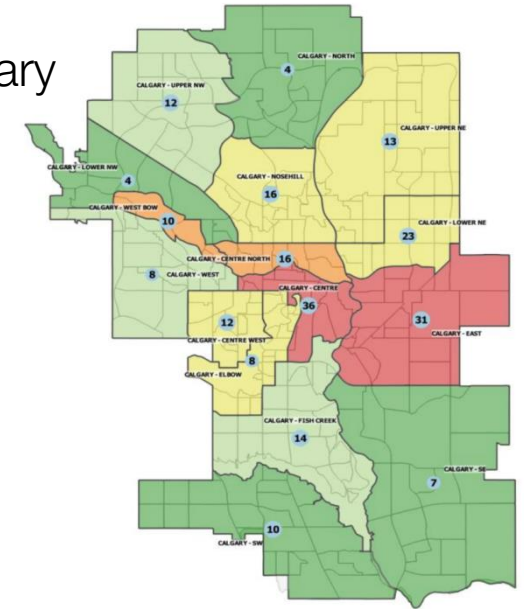


REFERENCE :Alberta Health. Opioids and Substances of Misuse. Alberta Report 2020 Q2.

Rural Communities and Suburban Communities are some of the hardest hit with the opioid crisis and make up the majority of overdoses



Calgary



Legend

Rate of opioid/fentanyl drug overdose deaths per 100,000 compared to city average

- Significantly lower
- Lower
- Average
- Higher
- Significantly higher
- No deaths

- Physical Supervised Consumption Sites are a primary tool to reduce mortality and overdoses in our communities, but they are only effective for **500 meters** surrounding them
- The majority of overdoses occur outside of the red regions, with **80-90%** of them occurring in suburban and rural communities

THE GOOD NEWS:



Opioid overdoses can be reversed using Naloxone



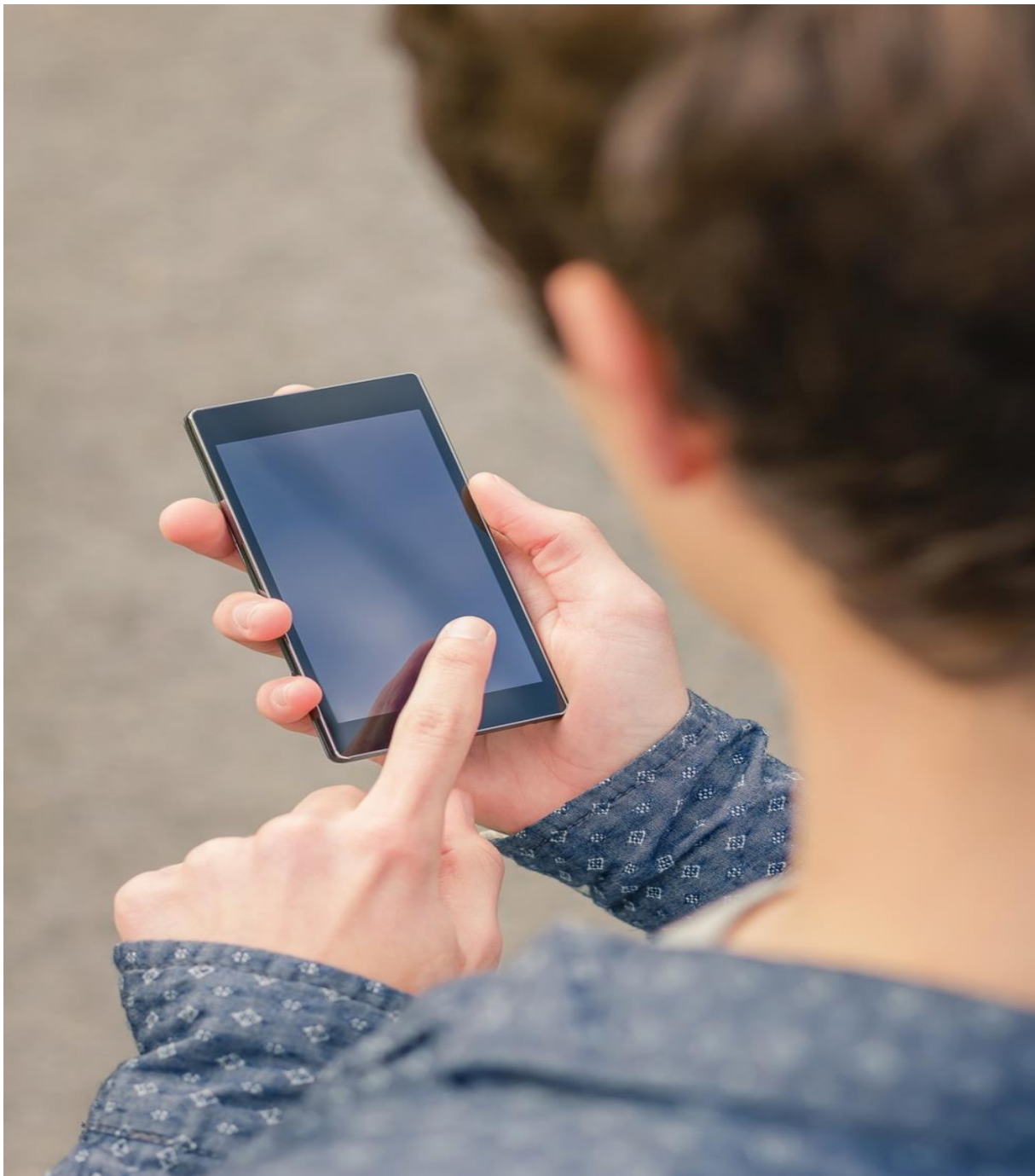
Supervised consumption services reduce mortality, but they have geographic limitations.

OUR SOLUTION:



NATIONAL OVERDOSE RESPONSE SERVICE (NORS)

This service is a toll free phone number you can provide to individuals who may be using substances alone.



HOW THE LINE WORKS:

- Individual calls 1-888-688-NORS
- The caller is connected to a safe consumption supervisor who will stay on the line with the caller while they use their substance.
- The caller offers additional support should the caller require it.
- If the caller is unresponsive, either their safety plan is enacted or Northren911 is called and dispatched to the callers home.

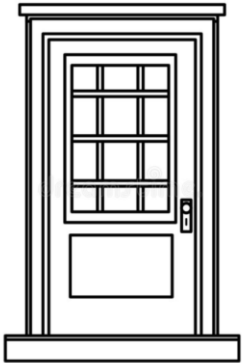
THINGS WE TELL CLIENTS TO DO WHEN THEY USE THE LINE:



Keep your porch light on



Keep your pets away



Keep your front door
unlocked



Hide your paraphernalia
and drugs

NATIONAL OVERDOSE RESPONSE SERVICE



NORS' MISSION:

Mission Statement:

- To keep those who are using substances safe from overdose, while upholding the people who use substance users right to dignity, respect and confidentiality while providing access to supportive resources.

Primary Objective:

Create and facilitate a national overdose response service to support all Canadians and Indigenous Community members that use substances alone.

- This service will support to people as they use substances alone to mitigate the risk of overdose fatalities.
- Provide a stigma free safe space for people to use substances.
- Dispatch emergency resources to support in the event of overdose where required.
- Reduce the impact of the opioid crisis on people who use alone.
- Provide linkage to additional care, services, and resources as required by those accessing services.

NATIONAL OVERDOSE RESPONSE SERVICE



BARRIERS THIS SERVICE REMOVES

- Geographic Distance barriers for folks to reach a supervised consumption service.
- Stigma and fear of being seen concerns for individuals worried about going to supervised consumption services.
- Time barriers as this service provides additional options for folks near SCS sites with limited hours of operations

OUR TARGET POPULATIONS

- ✓ Individuals who use Substances alone.
- ✓ English and French speaking individuals (although we will accommodate all languages if we can).
- ✓ Urban, Suburban, Rural communities.
- ✓ Blue Collar Workers
- ✓ Indigenous Communities

Others who may indirectly benefit:

- Front line service providers working with individuals who use substances.
- Community based agencies who support individuals who use substances.
- Families of individuals who use substances.

WHERE WILL WE PROVIDE THE SERVICE?



The service is provided across all 10 provinces and 3 territories in Canada

NATIONAL OVERDOSE RESPONSE SERVICE





WILL PEOPLE USE THE LINE?

- One study (N=30) demonstrated that 68% of substance users who have a personal cell phone or landline would be willing to use virtual service provision during their consumption.
- 43% preferred to use alone and over 80% reported using alone over the last 7 days.
- 20% of individuals stated they feel safer using alone than with others.
- 53% reported that convenience was a significant reason as to why they used alone.

Tsang VWL, Papamihali K, Crabtree A, Buxton JA. Acceptability of technological solutions for overdose monitoring: Perspectives of people who use drugs. *Subst Abus.* 2019 Oct 28;1-10. doi: 10.1080/08897077.2019.1680479. Epub ahead of print. PMID: 31657675.

OUR VOLUNTEERS AND OPERATORS

- Our organization operates from a Trauma Informed Framework.
- Our phone line operators are well versed in:
 - Mental Health First Aid and Trauma informed care.
 - Mindfulness Training
- What we provide our operators:
 - Emotional Support and Overdose Debrief through our Virtual Staff Room.
 - Mindfulness Support and opportunities for professional development

NATIONAL OVERDOSE RESPONSE SERVICE



KEY PIECES TO THE PROGRAM

911 Dispatch Services

- Canada has one of the best interconnected 911 dispatch services in the world, but due to its geography there are places that are harder to connect to. We work with a company called Northern 911 that has mitigated this issue and is able to connect to even the remote regions of Nunavut.
- Accommodations are made to support individuals in rural communities when EMS call response times are not conducive to saving someone from overdose fatalities.
- **Liability**
- The National Overdose Response Service is protected by each province's variation of the Good Samaritan Act as well as the Federal Good Samaritan Act.
- Legal review was conducted by Grenfell's legal team to ensure liability protection.
- Insurance was obtained to protect the agency and volunteers.

Peer Run and Driven

- Its **KEY** to have peer knowledge and experience centered in supporting people who use drugs.

KEY GOALS FOR NORS:

Improve Caller & families' experiences

People who use drugs have an alternative option using technology.

Improve people who use substance & population health outcomes

Reduce mortality due to opioid use disorder in hard to access communities

Equitable financial health & value for money

Estimated cost of proposed intervention is proportional to the cost of physical supervised consumption services but services a different demographic.

Improve provider experience

Allows another opportunity for engagement in addiction counselling and added resources for care providers

INFORMATION WE COLLECT DURING THE CALL

We collect the Following Information on the Clients, many of which are deleted post call.

- First two initials of first name, first two initials of last name, and date of birth.
- Address of the caller.
- Substance used and route of consumption.
- We create safety plans with callers that we call prior to calling 911 dispatched

HOW TO USE THIS SERVICE FOR YOUR CLIENTS

1. Much like a naloxone kit, provide our **NUMBER** and **WEBSITE** to all your clients who may be using substances **ALONE**.
2. Tell them about how to use the service and how it works.
3. Encourage them to not to use alone where at all possible.

WHERE TO PROVIDE THIS NUMBER?

1. Any Addiction Clinic, Opioid Agonist Treatment Program
2. Intravenous hydromorphone or safe supply programs.
3. Supervised Consumption Sites
4. Harm reduction outreach programs.
5. Residential Treatment Programs or Detox Programs post discharge.
6. Individuals leaving corrections with a history of substance use.
7. Acute Care Centres, Emergency Departments and EMS Services.



WHO CAN PROVIDE THIS NUMBER?

ANYONE



Family and Friends



Physicians



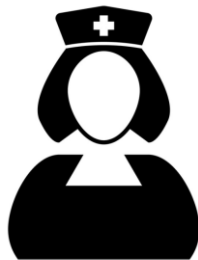
Outreach Workers



Pharmacists



Police and Corrections
Services



Nurses



Counsellors &
Social Workers



Paramedics

LIMITATIONS OF THE SERVICE



- Individuals who may be drowsy but not overdosing may have emergency services dispatched for them if they do not respond to prompts.



- For some jurisdictions in the country, police may come to the call out. This may be problematic if a client has a warrant for their arrest or children.



- Paraphernalia may be confiscated by police services if they come.



- Some people can overdose quite quickly and emergency services may not arrive in time.

NATIONAL OVERDOSE RESPONSE SERVICE



WHAT NORS DOES WELL:

1. Support our volunteers and Staff
2. Provide online training modules for onboarding our volunteers
3. Provide continuous education around substance use
4. Connect with our community
5. See the big picture of each unique individual we work with
6. Professional Development

DATA FROM GRENFELL

From Feb 10 to Dec 10:

- 62 calls
- 3 EMS Dispatched which reversed a 2 overdoses.
- Service Questions from Australia, The United States, New Zealand.
- Majority of substance used is Fentanyl.

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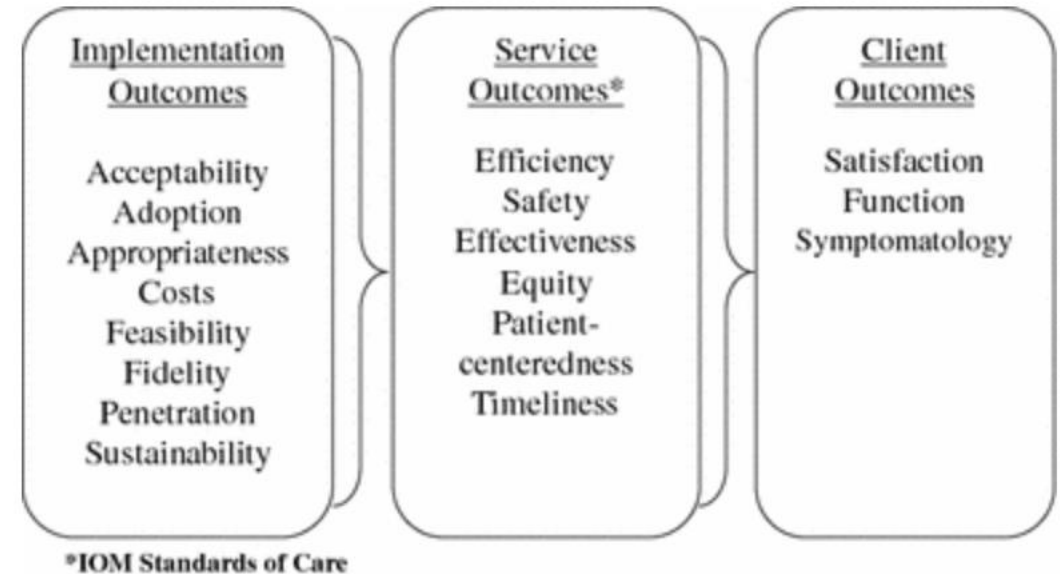
DATA FROM NORS

Since we launched on December 15/2020 we have had over 2000 calls have been answered and 20 overdose incidents have been responded to.

EVALUATION

Future plans:

- PDSA cycles every 3 months to determine how best to modify and improve the service as it grows.
- Evaluation of the project using an Implementation Science Framework (PROCTOR'S)
- Examine how to use a phone application to work concurrently with the call in phone line.



WAY'S TO SUPPORT US

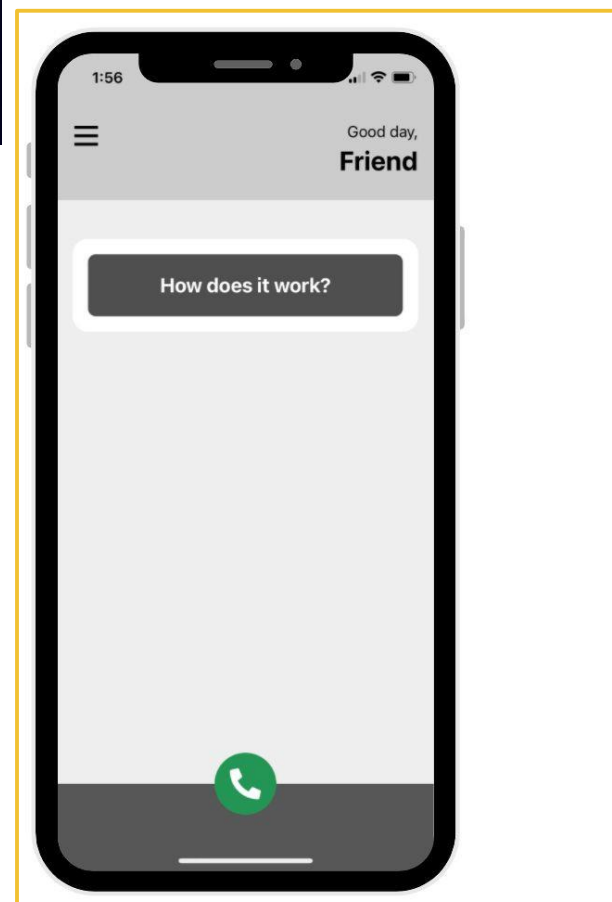
- We're looking for volunteers who are harm reduction educated and trauma informed
- Spread the word about our service with your partners and community providers through word of mouth, social media, or other streams.

Brave App Overview

An app for people who use drugs alone to request remote supervision and anonymous overdose support

HOW IT WORKS

- 1) A person can anonymously and privately use the Brave App (prev. BeSafe) to call for support when they are at risk of overdosing
 - 2) A supporter on the other end of the app chats with them until they are safe.
-
- 1) If the caller becomes unresponsive, the supporter will initiate an emergency response agreed upon by both parties



BRAVE

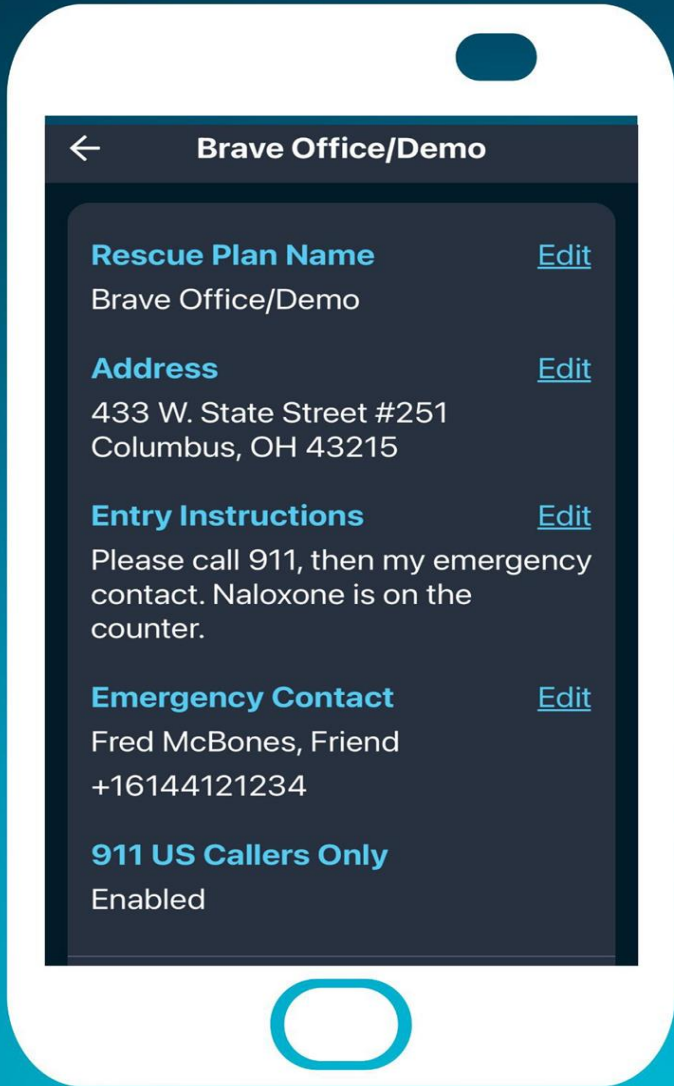
Rescue Plan

Can be made before
during, or after a call

Goal: To put critical
information needed for
rescue into a card that is
only released to the Brave
App volunteer in an
emergency

 Location + Instructions +

ANATOMY OF A RESCUE PLAN



Rescue Plan Name [Edit](#)
Brave Office/Demo

Address [Edit](#)
433 W. State Street #251
Columbus, OH 43215

Entry Instructions [Edit](#)
Please call 911, then my emergency
contact. Naloxone is on the
counter.

Emergency Contact [Edit](#)
Fred McBones, Friend
+16144121234

911 US Callers Only
Enabled

Name can be anything + no limit
to number of rescue plans

Address should have full street
number and zip code

Instructions can include more
than entry info

Emergency contact should be
someone close if no 911 option

Must be enabled through
Settings before calling

People who use drugs have been systematically discriminated against and ignored at large in policy, planning, programming, and decision making. Brave knows that in order to build a tech solution that will work, people who use drugs needed to be centred in the process.

During the co-design process, BRAVE met with 1000's of drug users from all over North America. Brave utilizes design justice and codesign processes called design jams and discovery workshops to provide the opportunity for to build an app which would work for them no matter what their situation. PWUD were involved in every step of the co-design process for alpha and beta versions of the app

Since its release in March of 2020, BRAVE continues to regularly meet with various drug user networks and unions to test the app and elicit feedback about the app and develops features directly related to their inputs.

Examples of features initiated by pwud: opt in for 911, community based rescue options, person to person support through the app.



A BIT MORE INFORMATION ABOUT US...

NORS is a collaboration between:



Grenfell Ministries
Hamilton, Ontario



BRAVE Technologies Co-Op Vancouver,
British Columbia.



**UNIVERSITY OF
CALGARY**



**UNIVERSITY OF
ALBERTA**

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NATIONAL OVERDOSE RESPONSE SERVICE



NO JUDGEMENT. JUST LOVE.

888 688 NORS (6677)



Canada's First Remote Safe Consumption Line
Available 24 Hours



For more information visit
www.nors.ca