



TITLE

EXCLUSION OF SUPERVISED CONSUMPTION / OVERDOSE PREVENTION SERVICES

SCOPE

Calgary Zone: Sheldon M. Chumir Health Centre
South Zone: Lethbridge Mobile Overdose Prevention Service

DOCUMENT #

PS-94-02

APPROVAL AUTHORITY

Chief Zone Officer, Calgary Zone
Chief Zone Officer, South Zone

INITIAL EFFECTIVE DATE

October 30, 2017

SPONSOR

Executive Director, Provincial Addiction and Mental Health
Executive Director, Communicable Disease Control

REVISION EFFECTIVE DATE

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PARENT DOCUMENT TITLE, TYPE, AND NUMBER

Supervised Consumption / Overdose Prevention Services
Policy (#PS-94)

SCHEDULED REVIEW DATE

January 15, 2024

NOTE: The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

If you have any questions or comments regarding the information in this document, please contact Policy Services at policy@ahs.ca. The Policy Services website is the official source of current approved policies, procedures, directives, standards, protocols, and guidelines.

OBJECTIVES

- To provide guidance for **staff** around situations that would warrant excluding a **patient** from accessing **Supervised Consumption / Overdose Prevention Services (SCS/OPS)**.

PRINCIPLES

Minimizing barriers to provide access to this health care service is vital to ensuring that those who are most likely to benefit from SCS/OPS will not be deterred from participating. Staff shall offer low-barrier access to SCS/OPS whenever possible. However, there may be circumstances where it is necessary to refuse access to the SCS/OPS site.

APPLICABILITY

Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staffs, students, volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary).

ELEMENTS

1. Reasons for Exclusion of Service

- 1.1 A patient may be refused access to SCS/OPS for the following reasons:

- a) the patient does not meet the eligibility criteria as outlined in the AHS *Supervised Consumption / Overdose Prevention Services* Procedure;
- b) the patient has been temporarily excluded (see Section 2 below);
- c) the patient is experiencing an urgent medical condition that requires immediate emergency medical services (EMS); or
- d) the patient does not intend to consume substances (such as **illicit substances**) or access **harm reduction** services on the premises.

2. Exclusion of Service

2.1 Exclusion of service may be imposed for non-adherence to Section 2 of the AHS *Patient Agreement – Supervised Consumption Services Ambulatory Setting* Form (hereafter, *SCS/OPS Patient Agreement* Form) as outlined below:

- a) Exclusion of service for a period of 24 hours may be imposed by the **Program Manager or delegate** in compliance with the *SCS/OPS Patient Agreement* Form for the following reasons, including but not limited to:
 - (i) the patient is threatening or violent towards staff, patients, visitors, or support people;
 - (ii) there is evidence that the patient is stealing or diverting substances at the SCS/OPS site; or
 - (iii) the patient refuses to follow any other direction from staff.
- b) Exclusion of service for a period of over 24 hours may be imposed by the Program Manager or delegate for the following reasons, including but not limited to:
 - (i) repeated or serious threats or violence; or
 - (ii) the patient has received more than one (1) exclusion of service for a period of 24 hours.

2.2 Regaining access to the SCS/OPS after exclusion for a period of over 24 hours may only be granted by the Program Manager or delegate.

3. Staff Responsibilities When Initiating an Exclusion of Service

- 3.1 Upon initiating an exclusion of service, the Program Manager or delegate shall inform the patient:
- a) that they have been excluded;
 - b) the reason for their exclusion;

- c) when (e.g., date and time) they can return to the SCS/OPS; and
 - d) the process, if any, by which they shall be granted re-entry.
- 3.2 When a patient is excluded for a period of over 24 hours, the Program Manager or delegate shall create an action plan, including clear expectations for the patient's return, and document this action plan on the patient's **health record**. Whenever possible, the Program Manager or delegate shall create this plan in partnership with the patient and provide a written copy to the patient.
- 3.3 The Program Manager or delegate shall document and inform all staff of any exclusions of service that may be imposed and any associated patient action plans.
- 3.4 If at any time, a situation arises that cannot be de-escalated, staff shall call Protective Services and use non-violent crisis intervention strategies.
- 4. Complaint Management**
- 4.1 If a patient brings forward a concern, the AHS *Patient Concerns Resolution Process* Policy Suite shall be followed.
- 5. Documentation**
- 5.1 Documentation of exclusion of service shall be completed using the AHS *Exclusion from Service – Supervised Consumption Services Ambulatory Setting Form*.
- 5.2 A current list of people who have been excluded, including the reason(s) for exclusion, shall be kept in a confidential location at the SCS/OPS reception desk to protect privacy.

DEFINITIONS

Harm reduction means those policies, programs and practices that aim primarily to reduce the adverse health, social or economic consequences of the use of legal and illegal psychoactive substances without necessarily reducing consumption. A harm reduction approach to substance use accepts that abstinence may not be a realistic or desirable goal for an individual patient, and explicitly acknowledges that the cessation of substance use is not a prerequisite for accessing health or social services. Interventions may be targeted at the individual, the family, community, or society.

Health record means the collection of all records documenting individually identifying health information in relation to a single person.

Illicit substances means illegally obtained drugs that are used for non-medical purposes.

Patient means an adult or child who receives or has requested health care or services from Alberta Health Services and its health care providers or individuals authorized to act on behalf of Alberta Health Services. This term is inclusive of residents, clients, and outpatients.

Program Manager or delegate means the Responsible Person in Charge or Alternative Responsible Person in Charge as defined by Health Canada. The Program Manager or delegate is responsible for, among other things, ensuring that any health care providers involved in activities with illicit substances comply with the terms and conditions specified in Health Canada's exemption.

Staff means all Alberta Health Services employees, midwifery staff, students, and other persons acting on behalf of or in conjunction with Alberta Health Services.

Supervised Consumption / Overdose Prevention Services (SCS/OPS) means health services where individuals can inject or consume substances (including illicit substances) in a hygienic environment under the supervision of trained staff, and have opportunities to engage in and access other health and social services.

REFERENCES

- Alberta Health Services Governance Documents:
 - *Patient Concerns Resolution Process Policy Suite (#PRR-02)*
 - *Supervised Consumption / Overdose Prevention Services Procedure (#PS-94-01)*
- Alberta Health Services Forms:
 - *Exclusion from Service – Supervised Consumption Services Ambulatory Setting Form (#20981)*
 - *Patient Agreement – Supervised Consumption Services Ambulatory Setting Form (#20982)*

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