



**Supervised Consumption Service and Medically Supported Detox
Good Neighbour Agreement**

March 6, 2024

The George Spady Society is committed to proactive community engagement and fostering positive relationships as a good neighbour. We prioritize collaboration with the surrounding community and stakeholders to share information, address concerns, and seek mutually agreeable solutions whenever possible. To uphold these values and ensure ongoing goodwill and understanding between our service provider and communities, we've crafted a comprehensive Good Neighbour Agreement. This agreement encompasses essential details including:

1. An overview of the George Spady Society.
2. A brief description of our Supervised Consumption Service and Medically Supported Detox.
3. Guidance on how and whom to contact regarding issues related to these services and the protocol for responding to and resolving identified issues.
4. Information on the collection of discarded drug consumption supplies, including designated search areas and search frequency.
5. A structured dispute resolution process.
6. Procedures for communicating changes, updates, and other relevant information.

Through this agreement, we aim to maintain transparency, foster open communication, and ensure that our services contribute positively to the well-being of our community.

The terms outlined in this document are mandated by the legislation governing SCS's within Alberta. The George Spady Society is dedicated to complying with all legal requirements. However, it's important to note that this document itself does not constitute a legally binding contract. The commitments outlined here may be subject to alteration in accordance with changes in provincial or federal regulation and at in the agreement of the community.

1. About The George Spady Society

Vision Statement

The George Spady Centre Society is recognized as a leader in the development and delivery of effective services for the care, treatment, and support of individuals with substance-related disorders and dual diagnoses. People who come to us find dignity, hope and healing as they set a new path towards health and well-being.

Mission Statement

To provide a continuum of support services to people with complex life circumstances associated with substance-related and concurrent disorders and homelessness, empowering them to improve their lives through client-centered, evidence-based best practices

Programs

Mobile Support Team
Balwin Place Supportive Housing
Unity Place Supportive Living
Cloverleaf Manor Supportive Living
Clinical Access Team

Medically Supported Detox
Supervised Consumption Service
George's House Palliative Care
Housing First Team
EPS Help Navigators

For more information on the George Spady Society please visit our website [here](#)

2. Supervised Consumption Services

Supervised Consumption Service (SCS) is in the George Spady Society Centre and shares space with the Medical Detox Unit. The SCS save lives and benefits communities by providing a safe, clean space for people to bring their own drugs to use, in the presence of trained staff. This prevents accidental overdoses and reduces the spread of blood borne illnesses. The SCS offers a wide range of evidence-based harm reduction practices including important health and social services such as access to recovery and treatment services for those who are ready.

The emphasis at SCS is on the stabilization and restoration of clients' health in an accepting and nonjudgmental atmosphere. We believe that people have the right to be treated with respect and dignity, and we help individuals who use drugs overcome the stigma and barriers that keep them from accessing recovery services.

Services Provided

- Onsite 24/7 nurses and support staff to provide care.
- Onsite Recovery Coaches to help people overcome barriers to recovery and wellbeing.
- Immediate response to medical emergencies, including naloxone administration for opioid overdoses
- Access to sterile harm reduction supplies
- Education on safe use, harm reduction and overdose response
- Referrals and warm handoffs to health and social services
- Safe needle disposal

In 2023, the Supervised Consumption Service served 1,061 unique individuals and responded to 722 overdoses within the SCS.

For more information on the George Spady Society please visit our program page [here](#)

3. Medically Supported Detox

The George Spady Society's Medically Supported Detox is a 31-bed unit located at the George Spady Centre in Edmonton's downtown core. The Medically Supported Detox provides individuals with a safe, fully medically supported space to withdraw from substances, stabilize their health and receive referrals to treatment facilities, mental health supports, and housing. Clients receive self-directed individualized care with the support of the Detox team which includes physicians, nurse practitioners, nursing staff, addiction counsellors, social workers, and support staff.

The Medically Supported Detox offers 10 post-detox recovery beds for individuals who have completed the Detox program and need additional non-clinical supports and safety transfer to the new care provider. Priority will be given to individuals who are awaiting housing and treatment for a substantial mental health or substance use disorder

Recovery Services

- Addictions counselling
- Information sessions & self-help program introduction
- Referrals to other programs and services
- Cultural support

Medical Services

- Medically assisted withdrawal
- Opioid agonist therapy
- Medical referrals
- Managed medication

- Treatment and recovery referrals
- Family inclusion
- Individual, client-led recovery plans
- Mental health referrals
- Pharmacy consultations
- Individual, client-led care plans

For more information on the George Spady Society please visit our program page [here](#)

4. Complaints and Concerns

In a commitment to fostering transparent communication and addressing community concerns, the George Spady Society operates and monitors a dedicated phone line and email address for non-emergency inquiries from community members. Should concerns arise, community members are encouraged to reach out via the contact details in the direct feedback process outlined below:

- Community members can phone or email at 780-920-1475 or Community.Engagement@gspady.ab.ca.
- The George Spady Society pledges to respond within 24 hours of receiving the inquiry, or on the first business day following a weekend inquiry.
- If the feedback pertains to a concern, prompt investigation and communication can be expected within 7 business days. If this timeframe cannot be met, the George Spady Society representative will communicate an estimated resolution timeline.
- When necessary, individuals sharing concerns will receive additional follow-up measures.
- Comprehensive records of concerns will be maintained.
- If the inquiry or concern falls outside the site’s control, our representative will provide appropriate additional information such as referrals to other relevant organizations

Through this approach, we aim to uphold transparency, accountability, and constructive dialogue within our community partnerships.

5. Responding to Needle Debris, Collection and Disposal

The George Spady Society plays a crucial role in needle cleanup, with policies implemented to support safe disposal of drug paraphernalia within the SCS. The SCS is responsible for the area indicated on the map to the right. This includes regular patrols, occurring at least every 4 hours during the day and 6 hours at night, for needle pick up and general clean-up of the area. All rounds are documented including the number of needles that are picked up.

The Society places a strong emphasis on educating and reminding service users about the importance of safe needle disposal during their visits. By raising awareness and providing guidance, staff empower individuals to take responsibility for their actions and contribute to a cleaner, safer environment.

Recognizing the need for accessibility to safe needle disposal beyond SCS, the Society has installed



needle disposal containers outside the facility. This initiative allows individuals to safely dispose of used needles even when direct SCS services are unavailable, further promoting community safety and wellbeing.

The SCS also serves as a vital resource for the community as a drop-off location for used needles and drug paraphernalia. By facilitating the proper disposal of these items, the program not only mitigates potential health hazards but also promotes environmental stewardship and community solidarity.

5. Changes to Services

The George Spady Society website serves as the primary platform for disseminating information regarding any changes in services or facilities. This includes updates that affect security measures, operational procedures, and facility amenities. To ensure transparency and efficiency, any alterations are promptly reflected on the website within one week from the time of change implementation.

5. Contact Information

If you have any comments, concerns questions or requests related to the Supervised Consumption Service, or the Medically Supported Detox please contact us at:

Email: Community.Engagement@gspady.ab.ca

Phone: 780-920-1475

Website: <https://www.gspady.org>

Lindy Dowhaniuk

Director of Emergency Services

George Spady Society

Email: LindyD@gspady.ab.ca

Phone: 780-424-8335 ext. 9

Emergencies (Medical emergencies, risk/harm to life or property)	911
Criminal activity	EPS Non-emergency line: 780-423-4567 or #377 from an Edmonton cell phone Crimestoppers: 1-800-222-8477
Mental health	Community Urgent Services and Stabilization Team (24 hours) 780-342-777 Mental Health Helpline (24 hours) 1-877-303-2642 Distress Line 780-482-4357 Community information and referral 211 press 1
Individual in crisis	
Encampments on public land	Call 311
Litter	Call 311