

Overdose Outreach Team

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Background



- Outreach Workers originally part of the Mobile Medical Unit to provide client follow-up (Dec. 2016 – Apr. 2017)
- Standalone team as of May 2017

Overdose Outreach Team

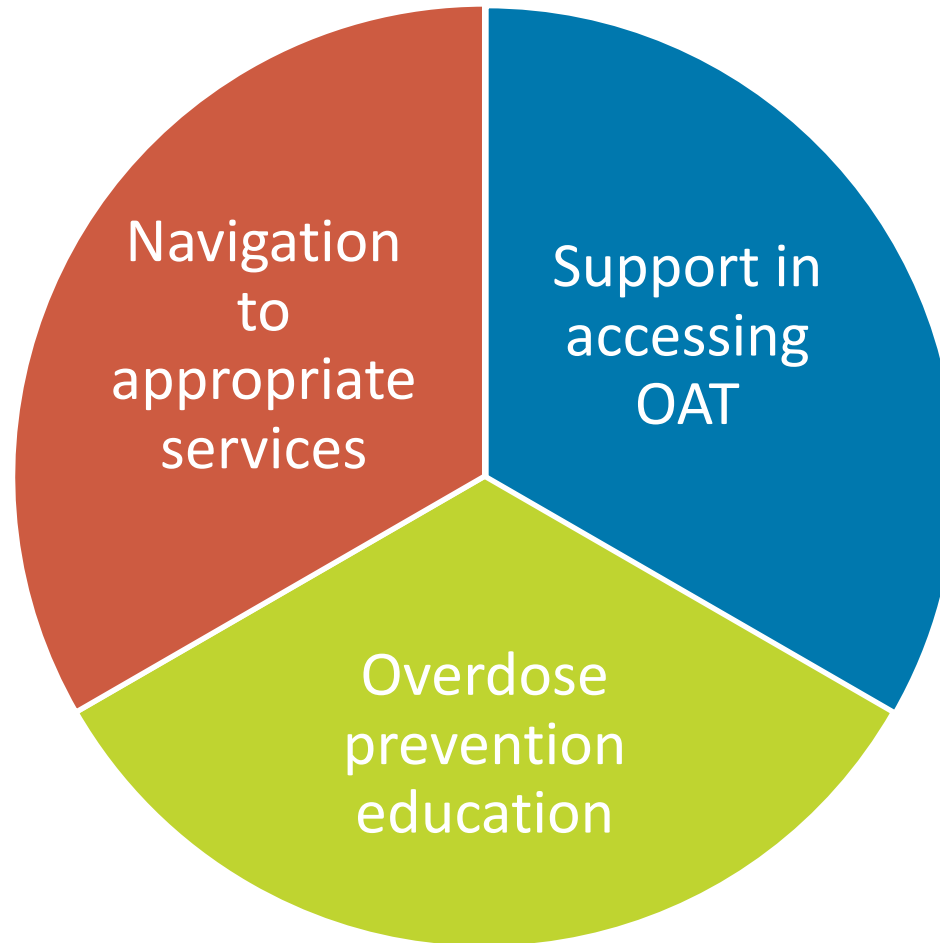
Our Purpose:

To provide support/assistance to **individuals and families attempting to navigate substance use services** in Vancouver Coastal Health region (Vancouver, Richmond, North Shore)

Who We Serve:

People in VCH region who have recently experienced an overdose or at high risk of an overdose. Our goal is to connect with individuals who are **not well connected elsewhere in the community**

Our Services



Location

Currently located at 58 W. Hastings in the Hastings Urban Farm



Making a Referral

Contact number: (604) 360 2874

Hours: Mon-Fri 9am – 5pm; after hours line shared by STOP and OOT (answered until 9pm)

Provide client details:

- Name
- DOB
- PARIS ID or PHN
- Reason for referral
- Best way to contact client

Steps to Locate a Client

- Review electronic medical records
- Attempt to contact person via phone/text
- Leave messages at resources/community services
- Leave name and contact information with friends/family
- Contact clinics not using VCH systems
- Send letter to last known address

Client Profile #1

Client referred by SPH ED following an overdose

Contact Attempts

- Team outreached client at address listed in EMR (SRO)
- Staff stated that client “frequently overdoses” but does not live at building, visits friend in building
- Not connected to any other services in community
- Team left message for friend
- Friend passed along message to client
- Client returned phone call

Support Provided

- Client currently staying at a recovery house in Surrey
- Homeless, bouncing between recovery houses and DTES
- Prescribed suboxone by private clinic
- Considering leaving recovery house and returning to DTES
- Requested assistance connecting to clinical care when he returns to the DTES

Client Profile #2

Client referred by SPH ED following an overdose

Contact Attempts

- Contact information listed in EMR not active/correct
- Not connected to any other services in community
- High frequency of ED visits, Familiar Faces/DMP plan put in place (15 visits related to overdose/substance misuse)
- CSO showed future court date
- Called Provincial Court Line for court dates/locations, connected with lawyer

Support Provided

- Team contacted by SPH staff when client presented at ED (pre-incarceration and post-incarceration)
- Attended court with client's lawyer
- Lawyer passed information along to client post-release
- Familiar Faces remains active
- Will continue to attempt to connect with client

Client Profile #3

Client referred by clinic in DTES

Contact Attempts

- Client NFA, severe cellulitis, recent overdose
- Admitted to hospital, team met client in hospital, left AMA
- Team left message with SPH ED
- Client presented to ED outside team hours, message left for team on after hours phone
- Client left AMA again
- Team obtained pharmacy information from clinic, left message, client returned call

Support Provided

- Connected client to shelter in DTES
- Completed BC Housing application and Housing First application, on waitlist for supportive building
- In the process of applying for Income Assistance
- Re-engaged him in care at clinic
- Provided support in getting to pharmacy for OAT
- Supported transition to iOAT

We see you...

- Acknowledging the experience
- Speaking directly to the client
- Expressing empathy and compassion
- Managing expectations
- Putting yourself in the client's shoes
- Building relationships
- Providing snacks, water, coffee, clean/dry socks

I've learned that
people will forget what you said,
people will forget what you did,
but people will never forget
how you made them
feel.

- Maya Angelou

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EVERWISE

Closing

If you have a question about a client and/or are unsure if someone is a good fit for the team, please call! We are happy to answer questions, brainstorm potential resources and discuss outreach strategies!

Main number: 604-360-2874

Questions

