

Outreach services are critical to maintain supplies and connections with clients, now more than ever.

All clients should be able to access the harm reduction supplies they need, even in quarantine.

- There are no anticipated disruptions in the availability of harm reduction supplies.
- It is strongly encouraged that sites order supplies as they are needed only. **Weekly supply ordering is available.**
- [Site Finder](#)¹ may not reflect current hours of operation. If possible, contact sites ahead of time to obtain additional supplies.

Ways to Decrease Transmission When Preparing and Delivering Supplies

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1 Please stay home if you have flu-like symptoms²

**Fever
Cough
Difficulty
Breathing**
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2 Wash or sanitize your hands for 20 seconds²

before and after handling supplies, or activities such as eating, or smoking
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3 Sanitize surfaces at least twice daily

high touch areas (e.g. counters, delivery vehicles) with 10mL 5% bleach mixed in 1L water³
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4 Reduce the number of workers making each kit or visiting each client

if possible, have each client visited by one worker only

2 meters
maintain at least 2 meters between yourself and client

Refer clients experiencing symptoms to call 8-1-1 or THRIVE⁴

Maintaining Confidentiality & Connections

Before Delivery

- Get an idea of the client's supply needs
- Ask clients to identify the safest location and time to deliver

If Meeting In-Person

- Delivery directly to client to ensure pick-up, if possible
- Maintain 2 meters distance while placing supplies on a surface for client to retrieve
- Take this opportunity to check-in, if appropriate

Alternative Forms of Delivery

- If client is housed and consents, liaise with building staff to leave supplies for client to retrieve. Witnessing is not required.

Supply Distribution

Provide Pre-made Kits

For clients who are self-isolating or unable to access resources, **provide a 14-day supply, if possible**

Safer Injecting

Alcohol swabs, cookers, sterile water vials, needles/syringes, vitamin C, tourniquets, condoms

Safer Smoking

Alcohol swabs, push sticks, mouthpieces, brass screens, condoms

Safer Snorting

Alcohol swabs, condoms

Also offer
Take Home
Naloxone Kits

Planning Ahead With Your Team

Continuing Essential Services While Minimizing Transmission

- Promote hand washing/sanitizing and staying home when symptomatic. Maintain alcohol-based sanitizer in all delivery vehicles. Plan for staff absence and sick leave.
- Additional recommendations at BCCDC² and WorkSafeBC.⁵

Outreach Workers with Underlying Health Conditions

- Please avoid distributing supplies at this time.
- Alternate roles include packing kits and administrative duties.

Review Communication Plan

- How are clients and staff accessing program information and updates? Consider barriers (i.e. language, technology, ability, culture) when updating clients about service changes.

Staff Wellness

- Stress and anxiety may increase; coping recommendations available from BC Mental Health & Substance Use Services.

Medication Continuity

- Treatment continuity (e.g. opioid agonist therapy) recommendations are available from BC Centre on Substance Use.⁷ Consider coordinating kit and medication delivery.

Stay Informed and Connected

- Check BCCDC² and PHAC⁸ for the latest COVID-19 information.
- Communicate with your staff and local health departments in case of suspected exposure and for the best ways to keep your team and clients safe.

For more information:

- [COVID-19 Updates & Prevention Tips](#)²
- [COVID-19 Testing](#)⁴

- [Resources for People Who Use Substances](#)⁹
- [BC Recommendations for Helping Others](#)¹⁰

1. <https://towardtheheart.com/site-finder>

2. <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/>

3. http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID-19_MOH_BCCDC_EnvironmentalCleaning.pdf

4. <https://bc.thrive.health>

5. <https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/what-employers-should-do>

6. <http://www.bcmhsus.ca/about/news-stories/stories/tips-for-supporting-your-mental-health-through-the-covid-19-pandemic>

7. <https://www.bccsu.ca/covid-19/>

8. <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

9. <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/vulnerable-populations/people-who-use-substances>

10. <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc/known-your-hazards/disease-outbreaks/how-can-i-help>