

GRENFELL MINISTRIES OVERDOSE PREVENTION LINE OPERATIONAL GUIDELINES

POLICIES AND PROCEDURES

The Overdose Prevention Line is a number you can call when you are about to use alone. We will ask for some basic information before you use. If you do not respond after using your substance, we will notify emergency services of your location and possible overdose.

What is the O.P.L.?

Grenfell Ministries Overdose Prevention Line (O.P.L) is a number you can call if you are about to use drugs. This is a peer development initiative, and your call will be answered without judgment. You will be asked for your “code” which is comprised of the first 2 initials of your first name, the first 2 initials of your last name and your year of birth; what you are about to use and how much as well as your location. No personal data that can be used to identify you will be collected or stored. The operator will stay with you on the phone line while you use drugs, in the event that they receive no response after administration of narcotics the operator will call 911 and alert them to a possible overdose at the location you had given.

Starting One in Your Area

Grenfell Ministries offers a start your own O.P.L. kit along with train the trainer training and volunteer training assistance. The O.P.L is across Ontario, we are happy to help, start lines in other provinces or even other countries. The United States has a similar line called “Never Use Alone”.

Mission Statement

The purpose of the O.P.L. is to be able to provide everyone with an easily accessible, non-judgemental phone number to call if you are about to use drugs, we hope to reduce the amount of overdose deaths due to using alone.

Grenfell Ministries herein known as “The Organization.”

Overdose Prevention Line from herein known as “O.P.L.”

This set of policies and procedures may be used by other opioid overdose prevention programs in Ontario, Canada, as a guide in developing their own policies and procedures. Elements in this document should be tailored by programs after carefully considering the options for program implementation. No opioid overdose prevention program may have policies and procedures inconsistent with the laws and regulations of their Province or Country. All opioid overdose prevention programs should have their policies and procedures signed and dated by their Program or executive Director. Policies and procedures should be reviewed at least annually to ensure they continue to meet the needs of the program and to be reflective of the program’s operations.

Program Director's Responsibilities

- Approve the organization's training curriculum for volunteers.
- Maintain O.P.L. records and data collection
- Maintain a log of all O.P.L training information, statistics and data collection for a duration of seven years.
- Collect and assist phone line supervisor with review and data collection
- Remain up to date on the progress of harm reduction practices in Ontario
- Follow O.P.L protocols as outlined in this document and O.P.L training provided.

Phone Line Supervisor

- Phone line supervisor must be trained in ASIST, Mental Health First Aid or Safe Talk and be fluent in current harm reduction practices
- Create and adapt training program content and protocols as needed, in consultation with the Program Director
- All scheduling of volunteers and responsible of volunteers
- Liaison with local EMS, Police Services and operational Crisis Lines
- Approve and provide ongoing supervision of volunteer phonenumber operators
- Provide and review reports and data to Program Director
- Be available to debrief volunteers in case the secondary volunteer is not available
- Follow O.P.L protocols as outlined in this document and O.P.L training provided
- Be available for the line at all times or have made alternate arrangements

Volunteers

- Follow O.P.L protocols as outlined in this document and the O.P.L training provided.
- Collecting and recording anonymous data onto the data collection page located through the membership portal of the organization's website.
- Delete all callers' phone numbers at the end of each shift to preserve the caller's anonymity.
- As a peer support volunteer on a shift, please make sure you are available to answer the call from the primary volunteer if they need to debrief

Selection of Individuals Trained for O.P.L

All adults over 18 years of age who are interested in becoming trained for the O.P.L are eligible to be trained. Note: Volunteers are required prior to volunteering on the O.P.L line to obtain at minimum a certification from Safe Talk, ASIST, Mental Health First Aid, or agreed-upon equivalent.

Trainers

Trainers will be a part of the organization's team, either the Program Director, Phone Line Supervisor, Volunteer Program Coordinator or board member.

Training Protocol

The training program must maintain an up-to-date curriculum approved by the organization. All training will address **at a minimum**:

RISK FACTORS FOR OPIOID OVERDOSE	<ul style="list-style-type: none"> ▪ Loss of tolerance ▪ Mixing drugs ▪ Using alone ▪ New dealer or new supply ▪ First-time use 	Up to date data on risk factors of using	
ACTIONS	<ul style="list-style-type: none"> ▪ When to call 911 ▪ When to refer to a crisis line and which would be most effective ▪ When to report 	Refer to Appendix A	
CONFIDENTIALITY	<ul style="list-style-type: none"> ▪ What confidentiality means ▪ What it means in correlation to the O.P. L. ▪ What to ask, what not to ask 	Refer to the organization's operational guidelines Delete all callers' phone numbers at the end of each shift to preserve the caller's anonymity.	
ACQUIRE AND CONFIRMING LOCATION	<ul style="list-style-type: none"> ▪ Using Google street view to confirm the location and why we do ▪ What questions to ask regarding location 	Refer to Appendix C	
DATA COLLECTION	<ul style="list-style-type: none"> ▪ What we need to collect and why ▪ How to collect data ▪ Where to send your report at the end of shift 	Refer to Appendix C Refer to the Technical Information section	
WHAT WE ARE AND WHAT WE ARE NOT	<ul style="list-style-type: none"> ▪ Know our mission and purpose ▪ What is out of our scope of practice 	WHAT WE ARE A line of support for those who use drugs, the main goal is to attempt to be able to dispatch emergency services	WHAT WE ARE NOT A crisis line, a support line, a community connection service, counselors, emergency responders, doctors, psychiatrists

		should an overdose occur	or mental health specialists.
KNOWLEDGE	<ul style="list-style-type: none"> ▪ Safe injection practices ▪ Safest injection sites ▪ Up to date public health harm reduction information ▪ Hours of operation of nearest OPS and location ▪ Update on services available in your area ▪ Basic understanding of Cotton fever also known as the bends ▪ Where to find naloxone ▪ Using naloxone 	<p>Where to get clean supplies, naloxone, boiling the drugs for longer to reduce infection, safe practices, being knowledgeable on your area of service. Ability to pass this information on to callers.</p> <p>See Attached Appendix B See Attached Appendix D</p>	

Training may take place in a variety of settings and can be adapted to fit the current need; this is a guideline only; the trainings may be in small groups or conducted one -on – one or in online formats. Currently with COVID-19 we are conducting all training online with telephone follow ups.

Record Keeping

The Program Director must maintain records and data entry concerning anonymous data collected on the phone line. Anonymous data shall include substance used, responses required by volunteers, number of calls per month. These records shall be maintained at a minimum of seven years in accordance with the organization's record-keeping guidelines. All Volunteers must sign our volunteer agreement.

Technical Information

PHONE LINE		OUR INFORMATION
Download Line 2 App from Apple Store or Google Play	Use sign-in information for phone line	Login Information given to volunteers after volunteer signed form
Data Entry	www.grenfellministries.org Click on Log the right-hand corner Create Log In Create your own password and email sign in	Use O.P.L. Data Entry form and press submit after each call

Target Population

- Those who use in their home alone
- The population who will not use the Overdose Prevention Site due to stigma or inability to travel
- Rural communities
- Places with no OPS services or not enough OPS services
- Folks needing contactless services due to COVID-19

Liability

Overdose Prevention Line is protected by the Good Samaritan Act as follows;

Good Samaritan Act, 2001

S.O. 2001, CHAPTER 2

Consolidation Period: From April 27, 2001 to the e-Laws currency date.

No amendments.

Definition

1. In this Act,

“health care professional” means a member of a College of a health profession set out in Schedule 1 to the *Regulated Health Professions Act, 1991*. 2001, c. 2, s. 1.

Protection from liability

2. (1) Despite the rules of common law, a person described in subsection (2) who voluntarily and without reasonable expectation of compensation or reward provides the services described in that subsection is not liable for damages that result from the person’s negligence in acting or failing to act while providing the services, unless it is established that the damages were caused by the gross negligence of the person. 2001, c. 2, s. 2 (1).

Persons covered

(2) Subsection (1) applies to,

- (a) a health care professional who provides emergency health care services or first aid assistance to a person who is ill, injured or unconscious as a result of an accident or other emergency, if the health care professional does not provide the services or assistance at a hospital or other place having appropriate health care facilities and equipment for that purpose; and
- (b) an individual, other than a health care professional described in clause (a), who provides emergency first aid assistance to a person who is ill, injured or unconscious as a result of an accident or other emergency, if the individual provides the assistance at the immediate scene of the accident or emergency. 2001, c. 2, s. 2 (2).

Reimbursement of expenses

(3) Reasonable reimbursement that a person receives for expenses that the person reasonably incurs in providing the services described in subsection (2) shall be deemed not to be compensation or reward for the purpose of subsection (1). 2001, c. 2, s. 2 (3).

3. Omitted (provides for coming into force of provisions of this Act). 2001, c. 2, s. 3.

4. Omitted (enacts short title of this Act). 2001, c. 2, s. 4.

Taken in full: <https://www.ontario.ca/laws/statute/01g02>

Phone Line Operations

Each shift must have two volunteers – one primary volunteer for answering the phone line and one secondary volunteer available for debriefing. The Program Director and Phone Line Supervisor will also be available for a debriefing of volunteers.

Included Appendix List

Appendix A – Crisis Lines List

Appendix B – Injection Areas

Appendix C – O.P.L. Script

Appendix D – Local Area Harm Reduction Supplies/Services/Naloxone Kits

APPENDIX A

This appendix will differ depending on your area resources, before implementing an O.P.L in your area, you will need to locate and connect with proper crisis referral for your area. This will ensure that caller is provided with adequate resources based on their needs. We are currently working on a comprehensive across Ontario list of services for referrals. At this time if a client calls and is in crisis we refer them to the organization and the organization will then refer them to the best fit for their location.

CRISIS REFERRAL PHONELINE	DESCRIPTION	NUMBER	AREA
TELEHEALTH ONTARIO	24/7 health care access line to speak with registered nurses and seek medical advice	866-797-0000	ACROSS ONTARIO
HEALTHCARE OPTIONS	Information and access to walk-in clinics, after-hours clinics, and community health centers	866-330-6206	ACROSS ONTARIO
CRISIS OUTREACH AND SUPPORT TEAM (COAST)	Crisis line and connection service regarding mental health for all demographics	905-972-8338	HAMILTON
CONNEX ONTARIO	Information and referral services for mental health, addiction, and gambling	866-531-2600	ACROSS ONTARIO
BARRETT CENTRE	For individuals 16 years and older 24/7 services including telephone crisis line, in-person counseling, short term crisis bed and in group treatment – cognitive therapies	844-777-3571	HAMILTON
SEXUAL ASSAULT CENTRE HAMILTON AREA (SACHA)	24 Hour Support Line Counseling and Advocacy Diverse Communities Outreach Public Education	905-525-4162	HAMILTON
HERE 24/7	Here 24/7 is your front door to the addictions, mental health and crisis services provided by 12 agencies across Waterloo – Wellington.	844-437-3247	GUELPH/ACROSS ONTARIO

APPENDIX C
O.P.L. SCRIPT

Disclaimer to Callers

We are not able to directly access your location, and so we are taking you at your word that you are giving us the correct location. We are asking you a few questions just in order to assist with anonymous data collection, this will no way link you personally to our services, and we require no personal information.

Phone Responders Responsibility

Each phone line operator will sign up for their own password on our website at www.grenfellministries.org and proceed to the staff log in section, after being approved and getting a password you will have access to a data collection space where you can ensure proper data entry during your shift.

Example Script

Hello Overdose Prevention Line, _____ speaking. We keep no personal information and only ask questions that are in relation to improving our service, this call is not being recorded. If you require assistance with getting treatment, harm reduction supplies, or wish to speak to a peer support worker, please call Grenfell Ministries at 1-866-212-4575. Please note that after using if we have had no response, we will call emergency services.

Can I have you code? (comprised of the first 2 initials of your first name, the first 2 initials of your last name and your year of birth) what you are about to use and how much? Can I get your location? Just in case emergency services are needed, could you unlock your door, turn the outside lights on and put away your pets?

Gather Required Information:

Location

If given a physical address, you can search address on google street view and check the area to see if location matches what you are being told. Do as much as possible to ensure location is correct in case of overdose, however, know that it is honesty based on what the callers says and that we are taking the caller on their word.

Are there any landmarks nearby? Stores?
Street junction?
What type of house are you in? Brick? Siding?
Where are you in the home? 1 st floor? 2 nd floor? Bathroom? Bedroom?

Allergies/Medical Conditions

Do you have any allergies?
Do you have any medical conditions?
Do you have any allergies to medication?

Alternative Questions

Do you have a naloxone kit?
Are you injecting your substance?
Where are you injecting? (Gives us a better idea of time to respond)
Is anyone else in the area?
What type of drug are you using?
Is it a mixture of drugs? (example speedball)

Phone Call Responses

No Required Action
Overdose Suspected and Ambulance Dispatched
Follow Up Request
Referred to Crisis Line include which line the caller was referred to

Stay on the line until all is deemed well by the caller. If you need to call an ambulance, you can do so by using your regular phone number, the app will stay active during your call to 911.

When you call 911

Be clear and remain calm

Ask for an ambulance and state possible overdose

The 911 operator will guide you through the rest of the process