

Supportive Practices for Service Providers Working with People Who Use Drugs

WARMTH



Smile, have open body language, ask questions



Cultivate a welcoming and comfortable space



Get to know and understand the stories and lived realities of service users

TRUST



Maintain and protect confidentiality



Ensure consistency among staff regarding policies and procedures



Take time in difficult conversations to create meaningful closure

POWER



Evaluate your values when it comes to race, gender, sexual orientation, mental health, disability or drug use



Work with service users to develop care plans that work for them



Avoid being condescending, judgmental or parental

ACCESSIBILITY



Offer outreach and/or other ways to increase access to services when possible



Attend meetings or appointments with service users to advocate for them when necessary



Examine how your hours fit community needs



Canada's source for HIV and hepatitis C information

www.catie.ca



This resource was originally developed by Blood Ties Four Directions Centre in 2018. Production of this document has been made possible through a financial contribution from the Public Health Agency of Canada. The views expressed herein do not necessarily represent the views of the Public Health Agency of Canada.

© 2022, CATIE (Canadian AIDS Treatment Information Exchange). All rights reserved.