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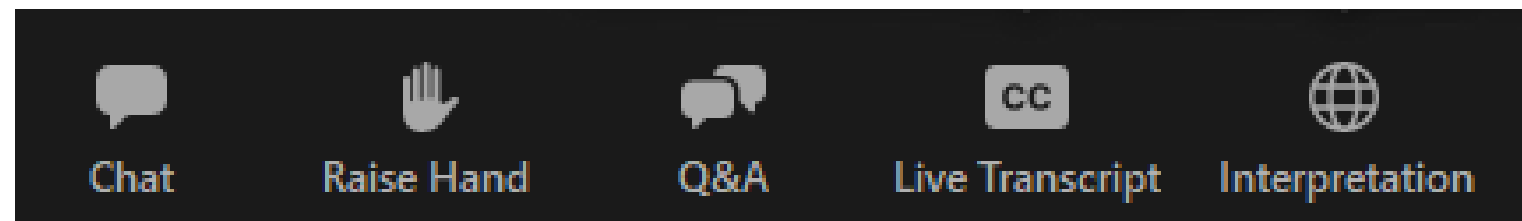
Health navigation services for people who use drugs / Services de navigation de la santé pour les personnes qui utilisent des drogues

———— Promoting Promising Programs / Promotion de programmes prometteurs

Interpretation / Interprétation

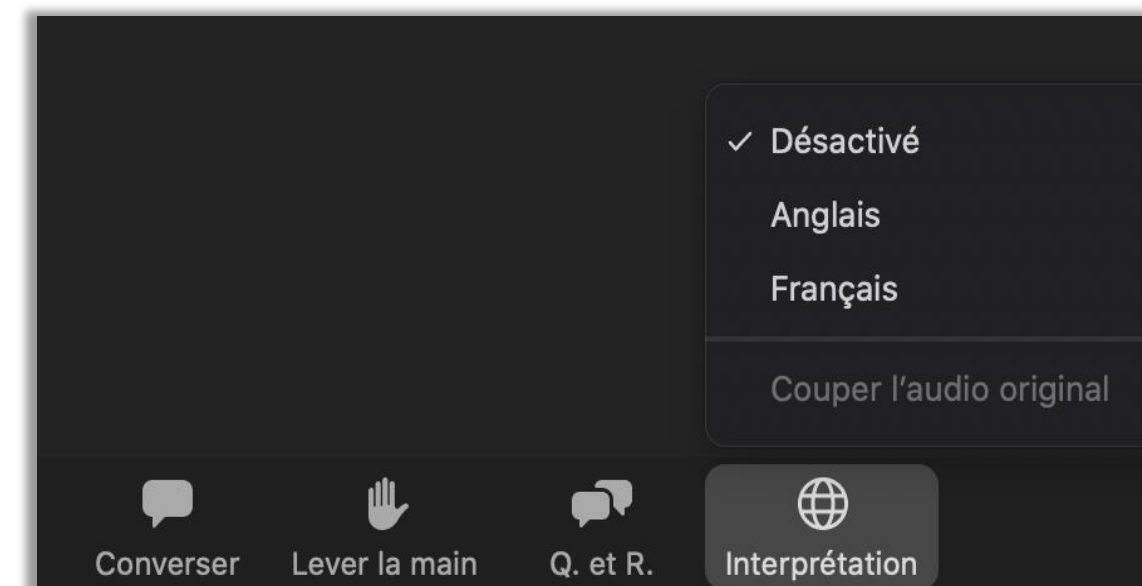
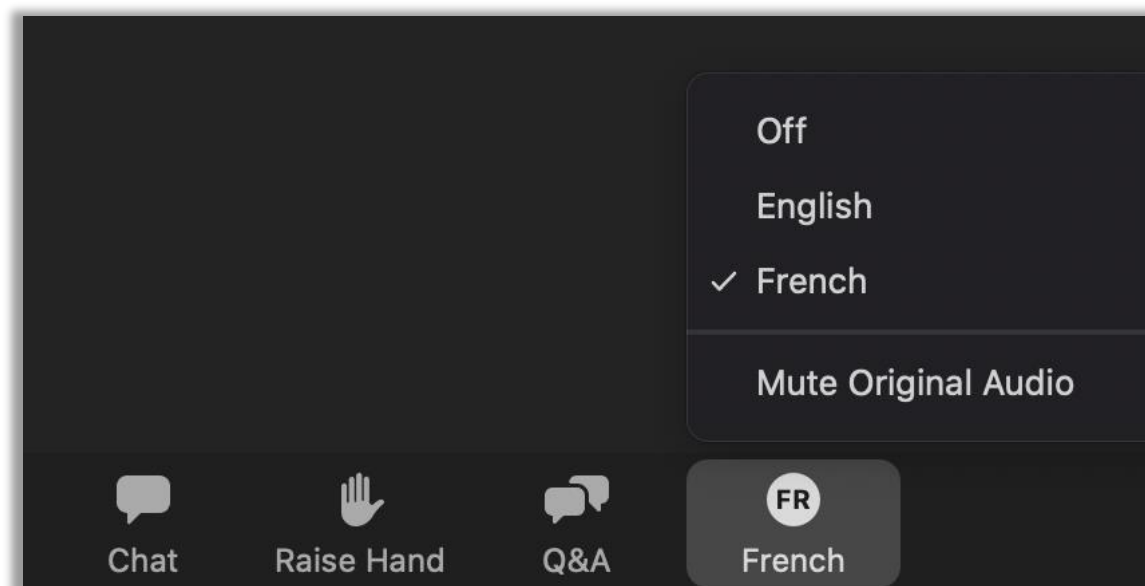
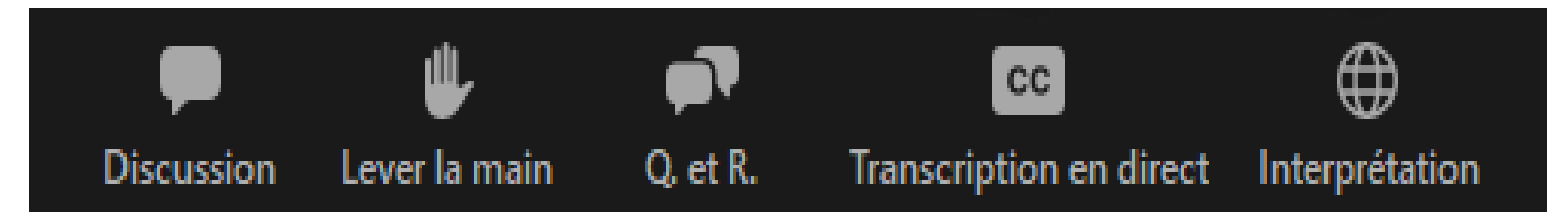
English-French simultaneous interpretation is available during the webinar.

Attendees should choose their preferred language from the **Interpretation** tab at the bottom of the screen.



Durant le webinaire, des services d'interprétation simultanée anglais-français sont offerts.

Les participant·e·s au webinaire n'ont qu'à sélectionner la langue de leur choix à partir de l'onglet **Interprétation** au bas de l'écran.



Agenda

- i. Introduction & background (10 minutes)**
 - i. The evidence- and practice-base
- ii. Sharing health navigation programs (25 minutes)**
 - i. Somerset West Community Health Centre
 - ii. Mainline Needle Exchange
 - iii. CACTUS Montreal
- iii. Discussion with speakers on specific topics (40 minutes)**
 - i. What does navigation involve in practice?
 - iii. Support and training for navigators
 - iv. Lessons learned
- iv. Audience questions and answers (15 minutes)**

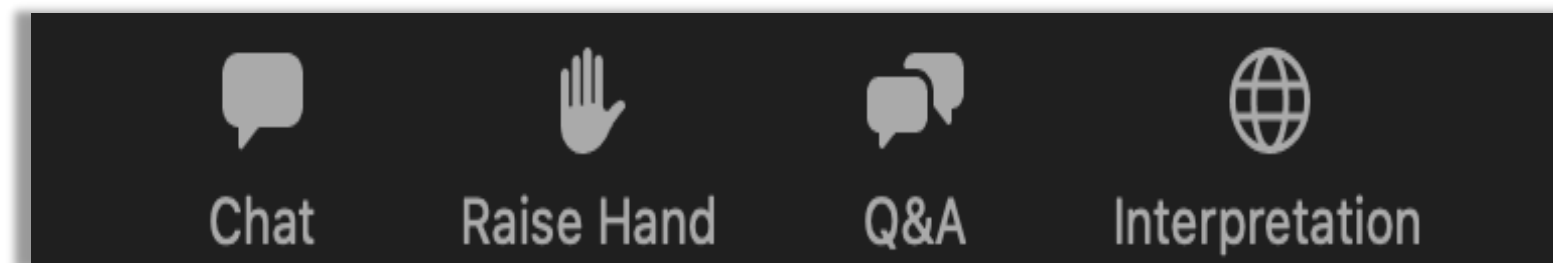
Ordre du jour

- i. Introduction et mise en contexte (10 minutes)**
 - i. Fondement factuel et empirique
- i. Exemples de programmes de navigation de la santé (25 minutes)**
 - i. Centre de santé communautaire Somerset Ouest
 - ii. Mainline Needle Exchange
 - iii. CACTUS Montréal
- iii. Discussion avec les conférencier·ère·s sur divers thèmes (40 minutes)**
 - i. En pratique, qu'entend-on par navigation?
 - iii. Soutien et formation des navigatrices et navigateurs
 - iv. Enseignements tirés
- iv. Questions et réponses de l'auditoire (15 minutes)**

Q&A / Q. et R.

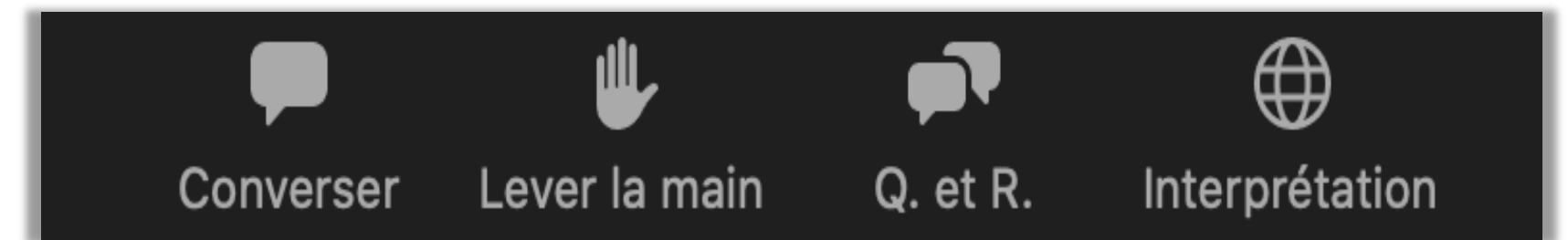
All attendees will be muted during the webinar.

Submit your questions in English or French through the **Q&A** tab at the bottom of the screen (not the Chat tab).



Tou·te·s les participant·e·s resteront en sourdine durant le webinaire.

Posez vos questions en français ou en anglais par l'intermédiaire de l'onglet **Q. et R.** au bas de l'écran (et non l'onglet Converser).



Background: What is harm reduction?

- Programs, policies and practices that focus on reducing the social, legal and health harms of drug use without requiring people to reduce their drug use or abstain from using drugs
- Provides services for people who use drugs that are respectful, dignified, compassionate and caring.
- Challenge policies, practices and behaviours that are judgmental, stigmatizing or discriminatory

Mise en contexte : Qu'est-ce que la réduction des méfaits?

- Programmes, politiques et pratiques conçues pour réduire les potentielles répercussions nuisibles d'ordre social, juridiques et sanitaires associées à l'usage de drogues, et ce, sans qu'il soit nécessaire de réduire ou de mettre fin à sa consommation
- Toute approche de réduction des méfaits repose sur la conception et la prestation de services respectueux, dignes et compatissants envers les personnes qui utilisent des drogues.
- Remettre en question les politiques, pratiques et comportements enclins à critiquer, à stigmatiser ou qui sont discriminatoires à l'endroit des personnes qui utilisent des drogues.



Background: A working definition of health navigation

- A person-centered approach to guide, connect, refer, educate and accompany people who use drugs through sometimes complex community, health and social systems of care. The goals of navigation programs are to:
 - support people in their self-determined goals
 - to build the capacity of clients to self-manage their health and prevent harms, and
 - improve their overall wellness.

Mise en contexte : définition de base de la navigation de la santé

- Approche centrée sur la personne pour guider, mettre en relation, aiguiller, informer et accompagner les personnes qui utilisent des drogues dans les systèmes de services sociaux, sanitaires et communautaires qui sont parfois complexes. Les objectifs des programmes de navigation sont:
 - d'aider les personnes à atteindre les objectifs qu'elles se sont fixés,
 - de renforcer les capacités des usager·ère·s à prendre en charge leur santé et à prévenir les méfaits, et
 - d'améliorer leur bien-être général.



Evidence: Health navigation for people with HIV

What does the evidence say about navigation programs for people with HIV?

- Improves access to care
- Improves clinical outcomes
- Has positive satisfaction and acceptability outcomes
- The Centers for Disease Control and Prevention recommends HIV navigation services as an effective intervention.

Mise en contexte : Programme de navigation de la santé auprès de personnes vivant avec le VIH

Que disent les données sur les programmes de navigation de la santé pour les personnes vivant avec le VIH?

- Améliorent l'accès aux soins
- Améliorent les issues cliniques
- Produisent des résultats positifs en matière de satisfaction et d'acceptabilité
- Les Centers for Disease Control and Prevention recommandent les services de pairs navigateurs à titre d'intervention efficace.



Evidence: the engagement of people with lived/living experience in harm reduction programs

What does the literature tell us about the engagement of people who use drugs in harm reduction programming?

- People who use drugs can work in a broad range of roles in harm reduction programs
- Benefits to people who use drugs
- Benefits to program, organization and community
- Barriers to engagement
- Facilitators to engagement

Mise en contexte : l'implication judicieuse des personnes avec une expérience de l'utilisation de substances

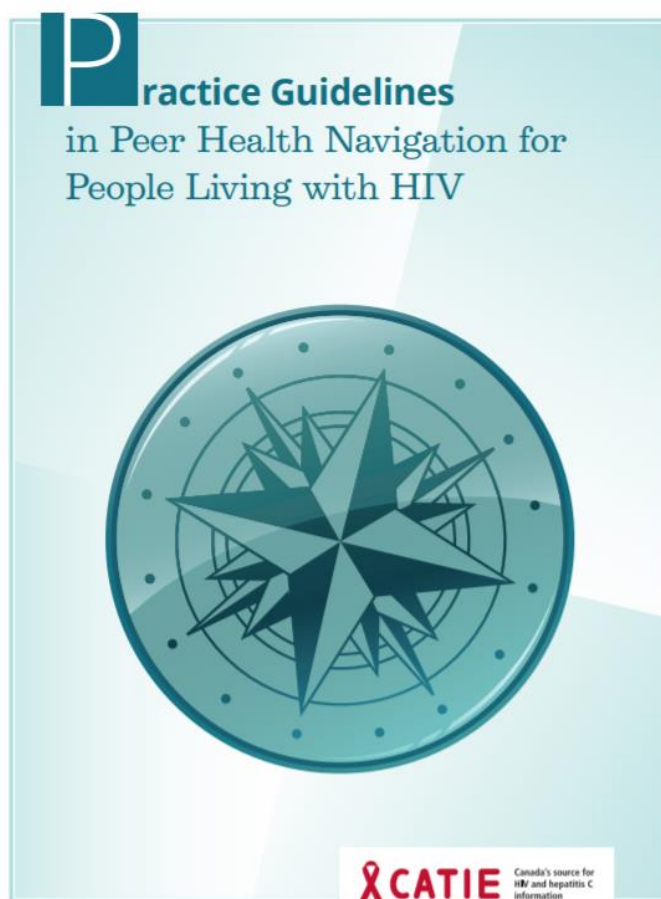
Que nous dit la documentation sur l'implication des personnes qui utilisent des drogues dans les programmes de réduction des méfaits?

- Les personnes qui utilisent des drogues sont en mesure d'occuper divers rôles au sein des programmes de réduction des méfaits.
- Leur participation est bénéfique pour les personnes qui utilisent des drogues.
- Elle contribue de manière positive aux programmes, organismes et communautés.
- Obstacles à la participation
- Éléments favorables à la participation



Examples of resources to support work in health navigation and peer engagement in harm reduction programs

Exemples de ressources pour soutenir le travail en navigation de la santé et la participation des pairs dans les programmes de réduction des méfaits



Le projet Peer Extend, Education and Resources (PEERs)

CONNECTONS NOS PROGRAMMES

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21 OCTOBRE 2021

HALIFAX
MAINLINE NEEDLE EXCHANGE



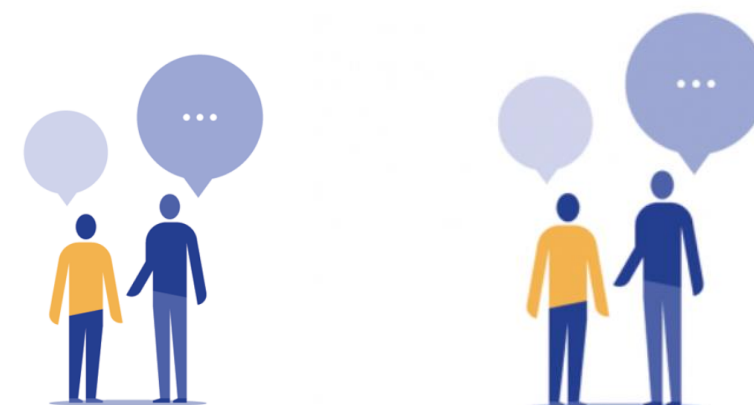
Principe mis en pratique : Que nous dit la documentation sur l'implication des personnes qui utilisent des drogues dans les programmes de réduction des méfaits?

POINT DE MIRE SUR LA PRÉVENTION PDM 2021 PRINTEMPS

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9 FÉVRIER 2021

CATIE



From principle to practice: What does the literature tell us about the engagement of people who use drugs in harm reduction programming?



Health Navigation in HIV Services: A review of the evidence

9 >

PREVENTION IN FOCUS PIF 2018 FALL

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NEEDLE EXCHANGE & SAFER INHALATION (NESI) PROGRAM

HARM REDUCTION DEPARTMENT -
SOMERSET WEST COMMUNITY HEALTH CENTRE



SOMERSET WEST
COMMUNITY
HEALTH
CENTRE

ABOUT NESI



- NESI was established by a NESI Peer Advisory Committee & NESI Peer Worker Committee in 2007
- Funded by the AIDS Bureau of the Ministry of Health and Long-Term Care (MOHLTC)
- Serves folks who use drugs within the Somerset Catchment and Regionally throughout the City of Ottawa with our NESI Van outreach team



NESI NEEDLE EXCHANGE & SAFER INHALATION

NESI VAN | 613-761-0003

Staffed by Harm Reduction Outreach Workers who will come to you anywhere in the Ottawa region

Monday to Saturday 5:00pm to 11:30pm **SUNDAY CLOSED**

SITE MOBILE VAN | Cell: 613-232-3232



SOMERSET WEST COMMUNITY HEALTH CENTRE | 55 ECCLES ST. OTTAWA, ON

ABOUT NESI

- Offers harm reduction services for people who use drugs, including safer inhalation and injection supplies, collection and disposal of used equipment, and peer support in a non-judgmental environment.
- Outreach workers provide harm reduction health education and support, including informal case management

Care coordination services can look like:

- facilitating access to regional addiction treatment services;
- applying for income support and housing;
- referrals to primary health care and counselling services;
- advocacy;
- assistance with navigating the criminal justice system;
- providing transportation support for a variety of appointments;
- emergency interventions based on client needs

SERVICES OFFERED



NESI Gear Room:

- Harm reduction gear is available via window service currently as a response to Covid 19
- Open daily 9 AM - 4 PM
- Staffed by Community Workers with lived and living experience

NESI Daytime Outreach:

- Available Monday - Friday from 9AM - 5PM

NESI Regional Van:

- Harm Reduction gear distribution and collection throughout the City of Ottawa
- Education and Referrals to Community Resources
- Available Monday - Saturday from 5PM - 11PM

EDUCATION & SUPPORT GROUPS



- Acudetox
- Safer Injection / Inhalation 101
- Hoarding
- Anger Management
- The Womxn's Drop In
- Men's Group
- Art Group
- NESI News

*On pause with Covid 19-pivoted to 1 on 1 education

PEER PROGRAMMING



- “peer” = someone who accesses/ed harm reduction services, identifies as a current or former user of street drugs, and shows signs of solidarity within their community
- NESI relies on the hard work and efforts of it’s peer program
- Every NESI client engaging in services are viewed as a potential service provider
- The peers that work with the NESI program are the educators

“We strive to view every service user as a potential service provider”
-Raffi Balian,
Counterfit
Coordinator SRCHC

What has worked?

- centralizing and enhancing onsite CHC programming for better client care
- increase in community members looking for alternatives to police/support service recipients
- Community of Practice, transparency, intentional knowledge sharing of drug supply, drug trends
- positive modelling of PPE/discussions of vaccination, more outreach in the community/meeting new service recipients

Challenges?

- Peer Staff: Vulnerable Sector Checks, navigation of boundaries/personal relationships, professional culture, shifting from individual community work to team and formal work, vicarious trauma and personal wellness
- Drug supply: disruptions, contamination/unintentional intoxication, different kind of response
- Covid 19: challenging to hold groups in person, drop in space diverted to window service only, constant PPE shifts for staff, physical spaces for people to be, staffing

Why this approach?

- Programming guided by service recipient feedback
- More accessible services
- Faster integration of drug supply trends and appropriate responses
- Lived experience can be a bridge to isolated members of the drug using community
- More trust and rapport
- Better client outcomes

From our service recipients...

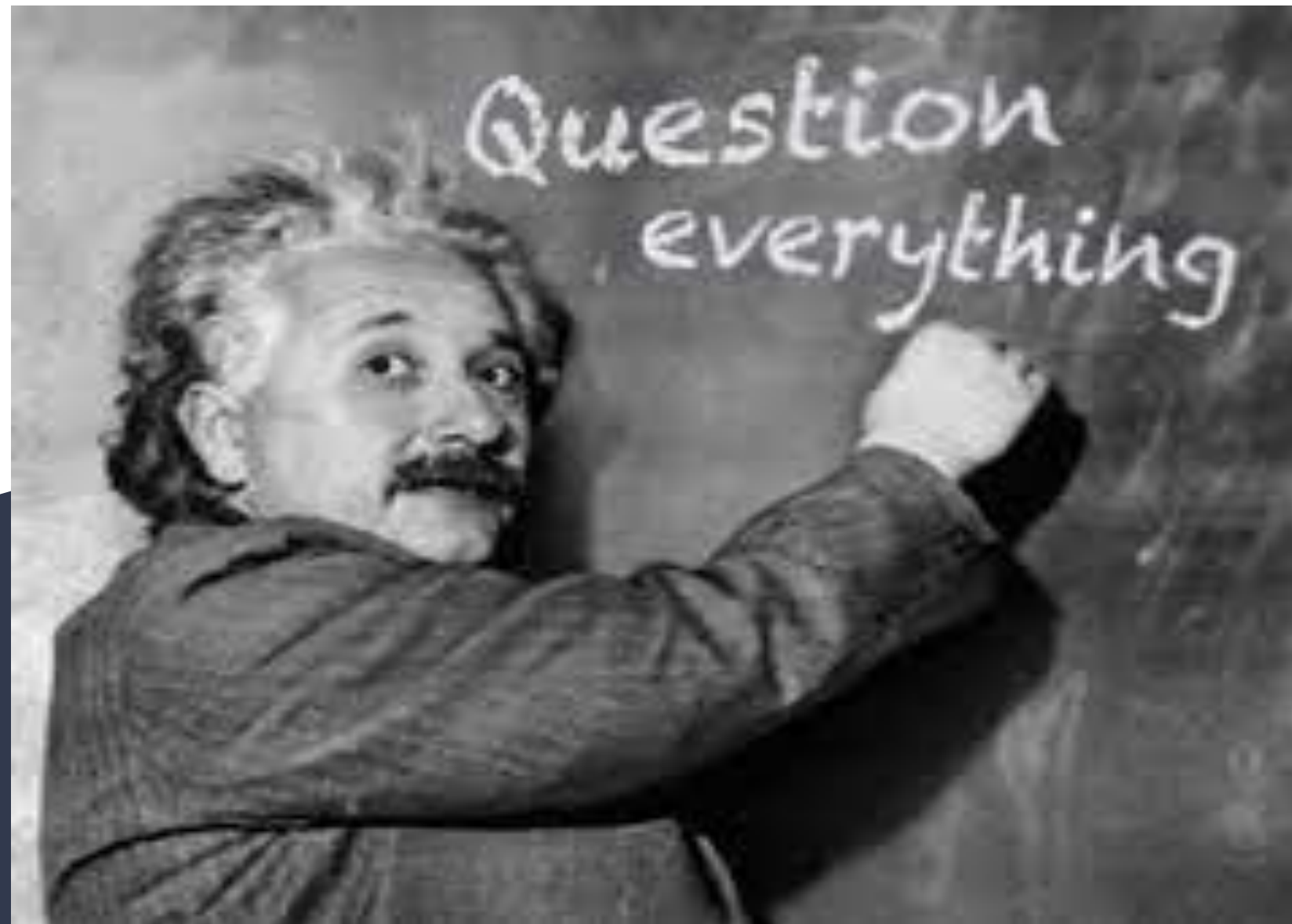


“It helps to be able to talk to someone who understands what you are going through and who will not judge you.”

“Peer support is about providing all the tools besides medication—the tools for the other 80% of your life.”

Thank you!

Questions or Comments?



Mainline

NEEDLE EXCHANGE - NOVA SCOTIA EST 1992

Mainline's Peer Navigator Program

Thomas Hendsbee
Lead Peer

Jo Parker
Program Coordinator

March 30, 2022





About Mainline

Health promotion organization dedicated to supporting people who use drugs through harm reduction programs.

- Supplies for safer drug use and safer sex
- Safe disposal and needle search/cleanup
- Support people to access and navigate needed services
- Advocacy, education
- Empowerment and meaningful engagement

Where people find us

- Main office **365 days/year**
- Central outreach
- Provincial outreach
- Courthouse outreach
- MOSH outreach
- Brown bag program
- PEERs walk



PEERs Peer Navigator Program

Funded by PHAC since

2018

5

days/week

2

peers/day

1

lead peer

and

1

peer navigator

Peers are current clients

Peers are paid for their time



*Financial contribution from
Avec le financement de*

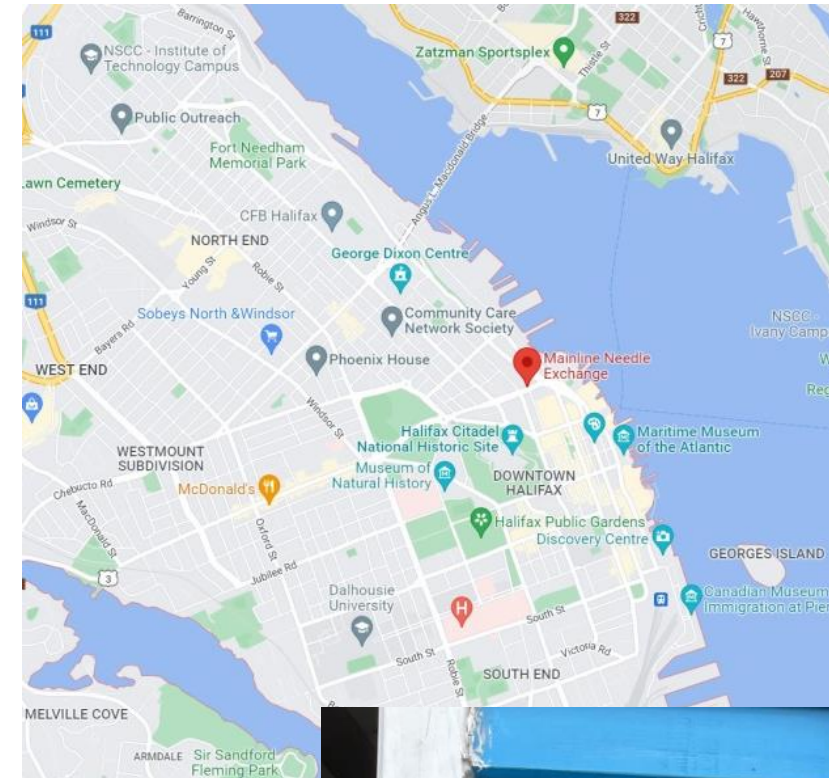


Public Health
Agency of Canada

Agence de la santé
publique du Canada

What do Peer Navigators do?

- Walk Halifax peninsula
- Say hi/chat
- Needle search/cleanup
- Carry a backpack of supplies, pamphlets, business cards
- Provide info, supplies, directions, phone numbers, etc – driven by what clients need or mention
- Refer to Mainline office for more supports



Navigation – PEERs walk

One level of navigation happens out in community on the peer walk

- Tell people/answer questions about services that may meet their needs
- Give info or advice on accessing those services – hours, locations, phone numbers
- Send people to Mainline office for more supports

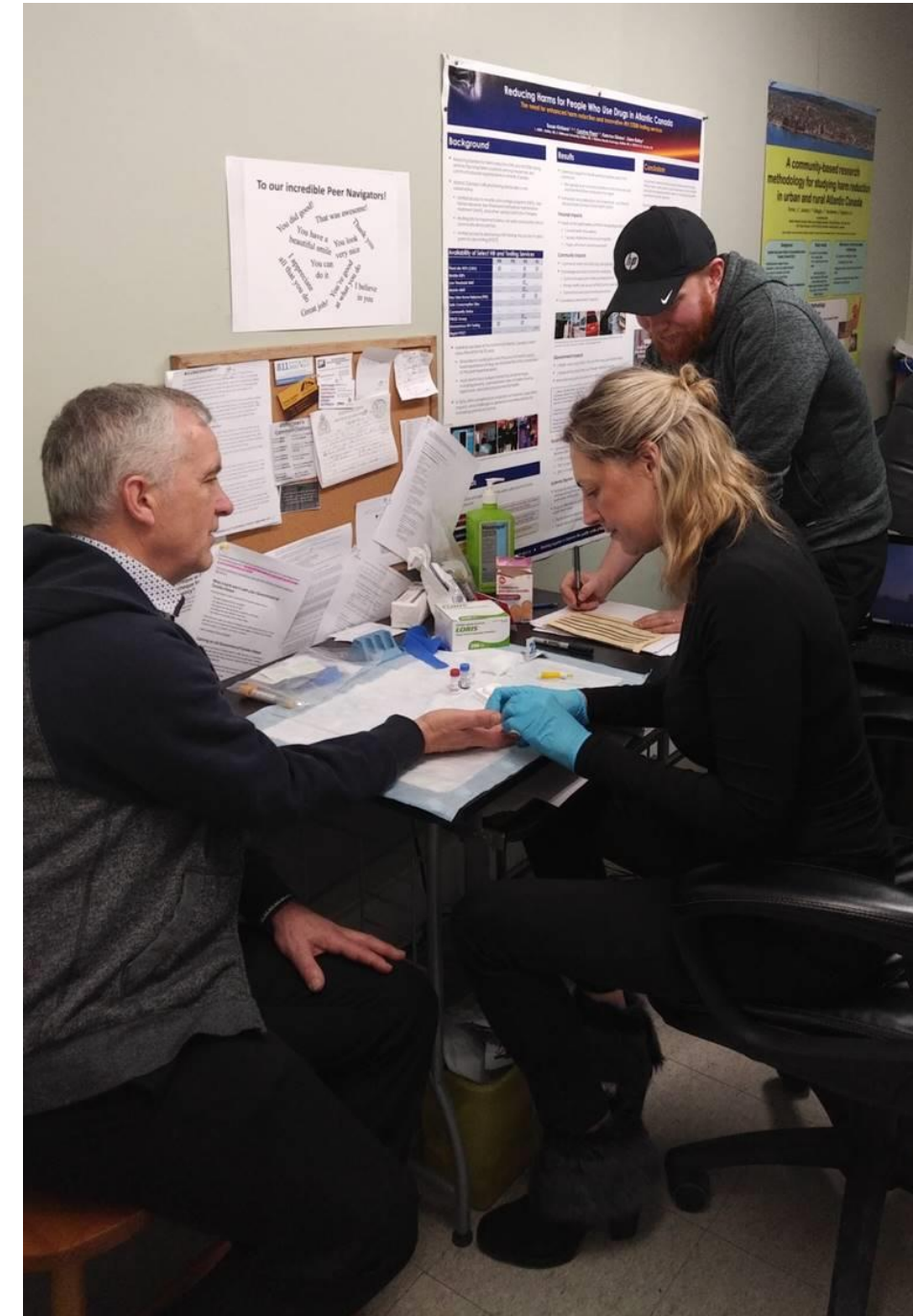


Peers help navigate based on:
resources & training Mainline provides
AND
drawing on their own experience

Navigation – from office

Further navigation supports provided out of main office:

- Formal referrals
- Applications, paperwork, ID cards, tax filing
- Accompany/make phone calls together – health/service providers
- Direct advocacy – legal, housing, health care, utilities
- Provide phones and minutes (when funding allows)
- Bring services to clients – MOSH, testing days, vaccination



Experience working the peer walk



In-Reach to Hospitals

Staff and/or peers:

- Visit clients, deliver supplies
- Educate health care providers, students
- Work with hospital staff to support individual clients
- Work to strengthen collaboration and create more supportive inpatient environments
- Brown bags in Emergency Dept
- Participate in policy/procedure improvement



Questions?

Please enter any questions for our guest speakers into the question box.

Des questions?

Si vous avez des questions pour nos conférencier·ère·s, veuillez les entrer dans la boîte réservée à cette fin.



Thank you! / Merci!

Please complete the evaluation that will be provided following this webinar.

Veillez nous faire part de vos commentaires en répondant à l'évaluation qui vous sera envoyée après le webinaire.