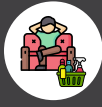


# Characteristics of client-centred supervised consumption services (SCS):



Are comfortable, accessible and clean



Ensure clients feel welcomed, valued and respected



Provide a calm place to use drugs



Available 24/7



Allow clients to use their drugs in the ways they want (inject, smoke, snort, etc.)



Allow clients to use their drugs with dignity while protecting their privacy



Are run by well-trained, friendly, helpful, non-judgmental staff and peers (people with lived/living experience of drug use)



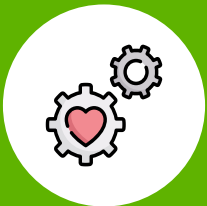
Have clear guidelines and rules that are fairly applied to all clients



Ensure clients' safety in all forms (e.g., safety from harassment, violence, theft, overdose, police)



Provide opportunities for rest and socializing (e.g., offer food, tv, music; a place to rest, freshen up and chat)



Provide ways for clients to connect, check in about, and get help with their needs (e.g., housing, mental health services, drug testing)



Encourage clients to voice feedback (anonymously if needed)

This poster is part of a toolkit available from <https://www.catie.ca/resource/twelve-characteristics-of-client-centred-supervised-consumption-services-scs-a-toolkit>.

This poster was developed by the Engage with Harm Reduction Study Team and advisory group, based on feedback from people with lived/living experience of substance use, SCS use, and HIV.

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