

Client rights and responsibilities

Your rights at the Supervised Consumption Site

- You have a right to feel safe, respected and treated with dignity.
- You have a right to access services while under the influence of substances or alcohol.
- You have a right to be in a clean place of respite.
- You have a right to be considered an expert in your own life experience.
- You have a right to receive appropriate support and attention.
- You have a right to ask questions and discuss concerns with the person providing the service.
- You have a right to confidentiality. We understand that information about you and your health is personal and we are committed to protecting personal information about you.
- You have a right to voice questions, complaints, or concerns about the operations and functioning of the site, and the conflict resolution process.

Your responsibilities while at the Supervised Consumption Site

- You are responsible for respecting other clients and staff while on site.
- You are responsible for not bringing outside conflicts into the site.
- You are responsible for helping create and maintain a safe place.
- You are responsible for not engaging in solicitation of any kind while on site.
- You are responsible for bringing your own substances with you to the site and keeping those substances in your possession while you are on site.
- You are responsible for not using alcohol or administering substances other than by injection, oral, inhalation, or nasal consumption while on site.
- You are responsible for not having weapons (i.e., bear spray, knives, etc.) on site.
- You are responsible for not having explosives in the inhalation room, with the exception of a lighter.
- You are responsible for not displaying money on site.
- You are responsible for self-administration only (i.e., no “doctoring”), unless a designated support person is needed to help you with consuming.
- You are responsible for not sharing needles, pipes or other consumption equipment.
- You are responsible for not moving around with needles.
- You are responsible for disposing of used supplies in the sharps containers and garbage cans provided.
- You are responsible for utilizing and transporting consumption equipment safely.
- You are responsible for respecting the property and privacy of others.
- You are responsible for following the reasonable directions of SCS staff.

If you are unable to meet these responsibilities, you may be denied service. If this happens, you will need to meet with the team lead to determine whether you can regain access to the site.