

## FIVE STEP OVERDOSE RESPONSE



### STEP 1:

#### Shout & Shake

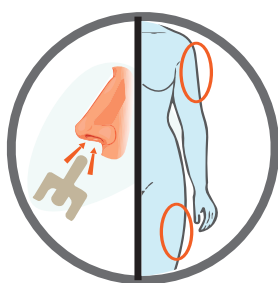
Shout their name and shake their shoulders.



### STEP 2:

#### Call 9-1-1

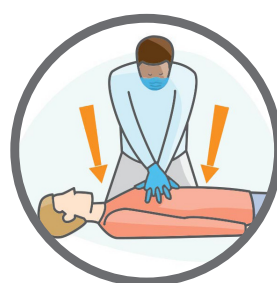
If the person is unresponsive, call 9-1-1 immediately.



### STEP 3:

#### Administer naloxone

Insert 1 spray into the person's nostril and/or inject 1 ampoule into their arm or leg.



### STEP 4:

#### Start CPR

Perform rescue breathing and/or chest compressions.



### STEP 5:

#### Assess

If there is no improvement in 2–3 minutes, repeat steps 3 & 4.

Protect yourself during overdose response. Stay up-to-date with your COVID-19 and annual flu vaccines.

## HOW TO SAFELY DISPOSE OF A DISCARDED NEEDLE:

- Protect your hands, use tongs or puncture resistant gloves
- Hold the needle tip away from you.
- Be careful not to prick yourself with the needle.
- Put the needle into a sharps container, a plastic container with a lid or a sealable puncture proof container.
- Do not put a container with needles into the garbage or recycling bin. Call 311 for options on safe disposal of the container.

## HOW TO HELP IF SOMEONE IS UPSET, DISTRESSED OR ANGRY?

- Take a breath, stay calm (or pretend you are), keep hands open and in front of your body.
- Speak in a low, calm voice, and keep your facial expressions neutral.
- Keep a public distance away from the person.
- Be non-judgmental and show empathy by trying to identify with/understand their situation, feelings, and motives. Don't say: calm down, I understand, etc.
- Try to make a personal connection - ask them their name and share yours.
- Maintain limited eye contact, but always at their level.
- Minimize your body movements (don't point or shake your finger).
- Encourage them to sit down, but if they don't sit down, you remain standing.
- Be aware of the surroundings - other people/objects - and don't block their way out.
- Listen actively to what they're saying. Show signs that you're following the conversation, clarify and repeat their message by using open-ended questions.
- Empathize with their feelings but not their behaviour.
- A moment of silence can help them reflect on their emotions and make decisions.
- Shift the conversation to the future – "what can we do to make you feel better?"
- Apologies always help. A sincere apology for anything in the situation that was unjust can build credibility in your attempt to de-escalate.
- If de-escalation is not working, stop! If you feel unsafe, leave and call for help.