

BEST PRACTICES FOR HEALTH AND SOCIAL SERVICE PROVIDERS WORKING WITH PEOPLE WHO USE DRUGS

WARMTH



Smile, have open body language, ask questions.



Cultivate a welcoming and comfortable space

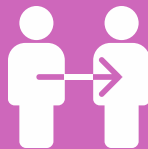


Get to know and understand the stories and lived realities of clients

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, sexuality, sexual orientation, disability or drug use



Work with clients to develop pain management plans that work for them



Avoid being condescending, judgemental or parental

ACCESSIBILITY



Provide transportation assistance when appropriate



Attend meetings or appointments with clients to advocate for them when necessary



Examine how your hours fit client needs