



NO JUDGEMENT. JUST LOVE.

We acknowledge that this program is taking place on the unceded and traditional territories of thousands of First Nations, Metis, Inuit, and Indigenous First Peoples. We also acknowledge that starting a ‘national’ phone line is fraught with political discrepancies and systemic racism beyond our ability to address at this moment. Our purpose is to provide a service to all who reside here so that no one needs to die from using drugs alone.

What is it?

The National Overdose Response Service (NORS) is a national phone-based overdose prevention service to support Canadians and countless Indigenous communities. The service works by clients calling 1-888-688-NORS(6677). A caller is then connected to a virtual overdose supervisor who will monitor them for 15-30 min after they use. During the call, if there is a concern of overdose - such as the client becoming non-responsive - the supervisor will connect with local 911 dispatch services. In some rural communities, there are 30min EMS response times. In this case, callers have the option of providing the number of a friend or someone they trust to respond to them should they have an overdose - in conjunction with contacting 911 emergency services.

Key objectives for the project are:

- Supporting clients as they use substances alone to mitigate the risk of overdose fatalities.
- Reduce the impact of the opioid crisis on individuals who use alone.
- Provide a stigma-free safe space for clients to use substances.
- Provide linkage to additional care, services, and resources as required by the client.

Our Mission Statement: *To keep those who are using substances safe from an overdose while upholding a PWUD right to dignity, respect, and confidentiality while providing access to supportive resources.*

Where will the Service be Provided?

The service is provided across all ten provinces and three territories in Canada.

Why Provide This Service?

The service is tailored towards critical gaps in services, mitigating the following barriers:

Geographic Barriers:

- 80-90% of overdoses occur in suburban and rural communities from people using alone.
- Physical Supervised consumption sites statistically reduce overdose mortality only within 500 meters of the site.
- After overdosing, an individual typically has 1-3 hours before passing away, allowing EMS services to support the client.

Stigma Barriers:

- Individuals report heavy stigma with going to a supervised consumption site.

Who provides the service?

The service is a joint partnership between Grenfell Ministries in Hamilton, Ontario, and BRAVE Technologies in Vancouver, British Columbia. And further, a collaboration provides research and evaluation support with researchers at The University of Alberta and The University of Calgary.