

CODE OF CONDUCT

AVI aims to provide a mobile needle exchange service that distributes supplies to clients and minimizes the impact on the surrounding areas. The following code of conduct outlines service parameters for the operation of the mobile service.

Service Operation

Please contact communications@avi.org for current service schedules, as they change seasonally.

Service Guidelines

1. No Service Zones are to be applied to residences, open businesses, schools and day-care centers. The AVI outreach teams will not provide service within a No Service Zone. The teams may stop in a No Service Zone if signaled by a client. The client will be informed that services cannot be provided within the No Service Zone. The client may then choose to meet the team at an appropriate area for service outside of the No Service Zone.
2. Staff will clean up debris immediately adjacent to the area in which the vehicle has offered services before moving on.
3. Syringe recovery teams will provide morning and evening recovery of syringes at the stop points and all "hot spots" in the downtown and surrounding areas. Syringe recovery teams can also be sent out on request of business owners to target certain areas.
4. Staff will discourage inappropriate behavior of individuals adjacent to the vehicle and will take reasonable measures to address problems such as fighting, camping, littering and open drug use. If at any point the situation escalates, staff will call the police, if necessary, and move the vehicle to another area.
5. AVI will receive communication from residents and businesses on the route and will proactively address any issues that might arise. Community members who wish to lodge a complaint about the needle exchange service can call 250-384-2366.



AIDS Vancouver Island Mobile Needle Exchange Service

6. Community members who find discarded syringes can call 250-384-2366 for assistance.

Service Description

Clients will be provided with syringes and other injecting equipment. As per the guidelines issued by the British Columbia Centre for Disease Control (BCCDC) clients will be provided with the number of needles sufficient to meet their requirements for safe injecting.

Service Procedure

- AVI staff will assess the needs of clients on an individual basis and provide services accordingly.
- Clients will be encouraged to bring used needles back when they receive new ones.
- The number of needles given to clients without any for exchange will be based on a professional assessment of needs to reduce the risk of needle sharing/reusing.
- Needle disposal information will be given to all clients who access needle exchange services and, when appropriate, the impact that discarded needles have on the community will be discussed.
- Biohazard containers in a variety of sizes will be made available for clients.
- Clients will be informed of other locations where needles can be returned and exchanged.

For more information please see the fact sheets 1. Questions and Answers about Needle Exchange and 2. Questions and Answers about Mobile Needle Exchanges. These are available by calling AVI at 384-2366 or on the website www.avi.org.

