



# New London County CARES

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COORDINATED ACCESS, RESOURCES,  
ENGAGEMENT AND SUPPORT FOR PEOPLE  
LIVING WITH SUBSTANCE USE DISORDER

*Harm Reduction upholds the dignity and the human rights of people who use drugs but also, we are thinking of this as a work of love. Stigma does not have a place here.*

THE HARM REDUCTION COALITION

# Harm Reduction

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Aims to reduce drug-related harms experienced by individuals and communities

We don't judge the person's decision to use

We treat everyone with dignity

We expect people to take responsibility for their own actions

We are reducing harm, not necessarily consumption

We have no pre-defined outcomes

We believe people who use drugs are people, not problems

# Recovery Navigators

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Provision of a coordinated access system

No wrong door

No barriers

Equal and timely access

Evidence based treatment

Support and wrap around services

Lived experience and peer led

Building trust-how can I help you today?

Harm Reduction-naloxone, syringe program, Outreach

MOUD education

Transportation

Food

Pep/Prep referrals

On site HIV/HEPC testing and referrals to care

Benefits assistance

Support and Advocacy

# Field Based Clinical Services

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Community MOUD inductions on demand

Static site clinic weekly with a provider on site to practice HIV care, Primary Care and Suboxone induction and maintenance.

If someone tests positive for HIV and/or HCV we can refer to our onsite provider for follow up care.

Builds rapport and trust, if first follow-up appointment doesn't occur, we meet again.

# Naloxone Saturation

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Bus ads, television ads, posters, billboards, shopping bags, masks and lanyards promoting naloxone use

Businesses

Community Distribution

Pharmacy referrals

Community education regarding signs and symptoms of overdose and how to administer naloxone

# Outreach / Education-Stigma Reduction

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Woven into all other work

Community presentations and education

Advocacy-Educating policy Makers

Local Media

Facebook

Language Matters

DUH- The Drug User Health Podcast

# NLC Cares Recovery Navigators

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Free Resources and Support for People Living with Substance Use Disorder

860-333-3494

Call or text

Messages checked daily

Not for emergencies



# Lessons Learned

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Plan for a pandemic. There will always be an unexpected event. We were prepared as we are ready to meet crisis situations as part of our daily work.

We are not a 24 hour a day/7 day a week program and we work to assist staff with self care to manage burn out and take time for themselves.

Hire people with lived experience and respect and uphold their perspectives.

The entire team, from receptionist to driver, to food preparer and auxiliary staff and volunteers need to be well-versed in harm reduction practices and working with others in a supportive, non-judgmental way. We are all spokes on a wheel and need to be a united front mission wise.

Trauma informed care is critical to working with our clients and staff.

This overdose epidemic is always changing, and we need to stay fluid, teachable and aware of new evidence- based treatment and trends.

We will lose participants to this overdose epidemic.

We need to develop metrics and perfect data entry practices.

We need to remain based in Harm Reduction practices and work on managing our own expectations.