

Customer Intoxication and substance abuse procedure

Purpose

This procedure provides Access4u's (we, us, our) employees information on how to recognise and safely respond to customers that are intoxicated and/or presenting with substance abuse, and to outline reporting requirements when an incident occurs.

Scope

Compliance with this procedure is mandatory for all our staff, contractors, students, volunteers, visitors, board members, and any other person supporting our customers, collectively referred to as 'employees' throughout this document.

Refer to our Alcohol, drugs & smoking policy for information on intoxication where this relates to an employee.

Responsibilities and delegations

This policy applies to	Governing Body. Staff and Volunteers
Specific responsibilities	The Board – Responsible for ensuring effective governance mechanisms are in place. The CEO and Managers – Responsible for monitoring and ensuring adherence to Policy and related procedures. Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations. Ensure objectives of the policy are achieved. Staff – Responsible for adherence to this and related policies, procedures and forms that support this policy.
Policy approval	CEO

Policy context – this policy relates to:

Standards

- Family and Community Services Act 1972
- National Disability Insurance Scheme Quality and Safeguarding Framework
- National Standards for Out-of-Home care (NOOHCS)
- The Office of the Guardian for Children and Young People - Charter of Rights

Legislation

- Children and Young People (Safety) (Transitional Provisions) Regulations 2017
- Children and Young People (Safety) Act 2017
- Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017
- Disability Discrimination Act (DDA) 1992
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018

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	• National Disability Insurance Scheme Act 2013 • The Disability Act 2006 • The Disability Services Act SA 1993
Contractual obligations	• Government of SA, DCP Contract Management Framework • NDIS Code of Conduct
Organisation policies and procedures	• Customer safeguarding policy and procedure • Child Abuse Report Line (CARL) procedure • Supported decision making and consent policy • Duty of care and dignity of risk policy • Incident, hazard and near miss management procedure • Incidents of a critical and/or distressing nature procedure • Person-centred care policy • Filing and records management procedure • Positive Behaviour Support Policy & Procedure • Guideline who to contact in case of Emergency or Medical Issue Guideline • Privacy policy
Forms, record keeping, other documents	

Definitions for the purpose of this policy the following definitions apply:

Word	Definition
<i>Alcohol</i>	misuse is the consumption of alcohol in a manner that is harmful or hazardous to the individual or others.
<i>Drugs</i>	(for the purpose of this procedure) includes • illegal drugs, such as cannabis (marijuana), cocaine, MDMA and methamphetamine; • misuse of prescription medications. Three types of drugs that are commonly abused are ○ Painkillers, also known as narcotic or opioids; such as codeine, oxycodone ○ Depressants, which are prescribed to treat anxiety and sleep disorders; such as diazepam, alprazolam ○ Stimulants, which are often prescribe for ADHD, such as methylphenidate (Ritalin), dextroamphetamine (Dexedrine) cannabidiol, and amphetamine/dextroamphetamine (Concerta, Adderall). • use of substances (such as nicotine or alcohol) in a manner that is harmful or hazardous.

<i>Intoxication</i>	occurs when an individual has consumed enough alcohol or drugs to alter their mood and abilities. This may include (but is not limited to) slurred speech, difficulty walking, disorientation, vomiting, and loss of consciousness.
<i>Substance misuse</i>	is the use of illegal drugs, misuse of prescription medications, or use of substances (such as nicotine) in a manner that is harmful or hazardous.
<i>Substance use disorders</i>	are when use of a substance is heavy, prolonged and/or creates personal or social problems.

Procedure Statement

We are committed to providing a safe and supportive environment for our customers. We consider our customers individual needs and preferences and understand their right to choice and control. Refer to our Person-centred care policy for more information.

We support our customers to be safe while enabling them to exercise informed choice and control. We provide opportunities for them to make decisions about what is important to them to lead a meaningful life. We acknowledge that dignity of risk is an important part of their choice and control.

Refer to our Duty of care and dignity of risk policy for more information.

Implementation

Prevention and education

We support our customers to make healthy lifestyle choices through informed choice and control. Refer to our Duty of care and dignity of risk policy for more information.

Where relevant or the need is identified, we will support our customers to access services and supports to obtain information and education on the risks of alcohol and substance misuse.

- [The Alcohol and Drug information Service \(ADIS\)](#) is a confidential phone counselling, information and referral service for anyone affected by wider alcohol and other drugs use. It operates between 8.30am to 10.00pm daily. Phone 1300 13 13 40.
- The National Alcohol and Other Drug hotline is available 24 hours a day, 7 days a week on 1800 250 015.
- [Positive choices](#) is an online portal containing accurate, up to date, evidence-based alcohol and other drug education resources.

Identification

It is important for our employees to be able to recognise the signs of alcohol or drug intoxication, where an individual is currently under the influence of a substance, and the signs of substance misuse or dependence.

It can be difficult to tell if a person is taking unsafe levels of drugs or alcohol, especially if they're trying to hide their drug or alcohol use.

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Some substances can show noticeable physical symptoms of intoxication or misuse including:

- changes in mood or behaviour,
- changes in appetite or sleep patterns,
- changes in energy levels,
- pupils that are larger or smaller than normal,
- frequent nosebleeds,
- shakes or tremors,
- slurred speech,
- impaired coordination,
- breathing difficulties,
- seizures or convulsions,
- sudden weight loss or gain,
- runny nose or sniffing.

Immediate response to intoxication

Drugs are unpredictable. They can affect people in different ways. As there is no quality control for illicit drugs, there is no way of knowing their content or strength.

Call triple zero (000) for an ambulance immediately if

- There is even the slightest risk that someone is having an unusual reaction to a drug.
- Someone has taken drugs or alcohol and may cause harm to themselves or others, or is very unwell.
- The person cannot be aroused by shaking or shouting
- The person has shallow, slow or irregular breathing
- The person has sustained an injury which has caused bleeding or has sustained a blow to the head

If someone appears intoxicated, but an ambulance is not required

- Ensure they are in a safe place with low stimulus
- Remove any substance if this is present, and if safe to do so
- Discourage any physical exertion, encouraging them to relax and remain calm
- Provide them with reassurance and speaking quietly
- Lay them on a bed on their side to reduce the risk of choking if they vomit
- Stay with them and monitor their symptoms frequently. Depending on how much alcohol or drugs they have had, their intoxication could still be increasing
- If they are sleeping, monitor their breathing every 15 minutes and wake them often to ensure they are ok

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- If their condition worsens, call an ambulance (000)

Do not

- Give them coffee or any other substance as a way to 'sober up'
- Give them a cold shower – the shock may cause them to pass out
- Walk them around
- Try to counsel the person – this can be discussed with the person later (refer below)
- Give them any food or liquids if they are vomiting or you suspect they may vomit – they may choke
- Give them any drugs or medication such as painkillers or depressants – the combination of these medication with other drugs and alcohol may be fatal
- Force them to vomit
- Restrain or force them to do anything
- Leave them alone

Refer to our Guideline who to contact in case of Emergency or Medical Issue Guideline for more information.

Suspected misuse

If employees suspect a customer is misusing drugs

- The employee must first discuss their concerns with their manager
- The manager will identify the best way and person to engage the customer in a private conversation to discuss the concerns. Any conversation with the customer will be calm and respectful.
- The discussion, observations, outcomes and further actions must be documented in the customer's electronic file.

Confirmed misuse

If misuse is confirmed, we will

- Ensure the customer's immediate safety and remove any harmful substances, if safe to do so.
- Notify senior and/or executive management and the customer's guardian.
- Offer support and reassure the customer of confidentiality and care.

Support and intervention

We will

- Develop an individualised support plan in consultation with the customer, guardian, health professionals and relevant support networks.
- Support the customer to access appropriate counselling or rehabilitation services.
- Monitor the customer's progress and adjust the support plan as necessary.

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- Provide ongoing emotional and practical support to the customer.

Incident reporting, investigation and documentation

The customer's guardian must be informed of the incident as soon as practicable.

Any incidents of intoxication or drug use must be documented in the customer's electronic file, and an incident report submitted through our Incident Management System within 24 hours of the incident.

Where the intoxication or drug use occurred an external notification may be required to

- NDIS Commission, as a reportable incident, where the customer is a NDIS participant; and/or
- Department for Child Protection, where the child or young person is under the guardianship of the Chief Executive; and/or
- Child Abuse Report Line (CARL), where the customer is a child or young person, and/or
- Adult Safeguard Unit (ASU), where the customer is an adult.

Refer to our Incident, hazard and near miss management procedure, customer safeguarding policy and Child Abuse Report Line (CARL) procedure for more information.

Syringes and needlestick injuries

If a needle and/or syringe is located, the employee should

- Locate a hard-walled, puncture-proof container with a wide top and secure lid
- Take the container to the syringe (so you are not carrying the syringe)
- Place the container on the ground next to the syringe
- Use protective gloves or tongs to carefully pick up the syringe, avoiding the sharp end. Do not recap the needle if the cap has been removed
- Place the syringe in the container, sharp end first
- Secure the lid of the container
- Wash hands with running water and soap
- Call the Needle Clean Up Hotline on 1300 13 1340 to find your nearest disposal location to dispose of the container.

If a customer or employee receives a needlestick injury

- Stay calm
- Allow the wound to bleed freely
- Immediately wash the area with running water and soap, then rinse and pat dry
- Cover with a band aid or dry dressing
- As soon as possible, contact Manager for further support and direction.

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Any incident where a needle or syringe is located or a needlestick injury has occurred must be reported in our Incident Management System within 24 hours. Refer to our Incident, hazard and near miss management procedure for more information on incident reporting

Refer to our First aid, Infection prevention and control procedure, Exposure to blood and body substances and Hygiene and control of infectious diseases procedures for more information.

Review and follow-up

We will

- Hold regular review meetings with the customer and their guardian to discuss progress and address any ongoing concerns.
- Involve the customer and their guardian in the process to empower and encourage their participation in their own care.
- Adjust the support plan based on the customer's progress and feedback.

Staff training and support

We offer support and supervision for our employees dealing with challenging situations. Refer to our Positive Behaviour Support Policy & Procedure, Incidents of a critical and/or distressing nature, and staff supervision procedure for more information.

We encourage a holistic approach to support customers effectively. This involves regular team meetings, and collaboration with the customer's guardian, health professionals and external agencies where appropriate. Refer to our Staff and team meetings and Person-centred care policies for more information.

Confidentiality

We ensure all customer information regarding alcohol and substance use is handled with strict confidentiality and on a need to know basis.

Refer to our Privacy policy, Supported decision making and consent procedure and Information and records management procedure for more information.