

**APPENDIX**

# FROM CRISIS RESPONSE TO HARM PREVENTION: The Role of Integrated Service Facilities

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# OPERATIONAL FRAMEWORK FOR INTEGRATED SERVICE FACILITIES

	<b>CRISIS MITIGATION</b>	<b>TRANSITION TO LONG-TERM CARE</b>	<b>STRUCTURAL SUPPORT</b>
<b>Emergency Medical Care</b>	Address any immediate physical needs and provide pain medication.	Connection to primary care physician to care for patient's ongoing medical needs.	Enrolling patients into appropriate medical insurance and connection to a patient support navigator.
<b>Mental Health Services</b>	Stabilization for those experiencing a psychotic episode or other mental health emergency.	Connection to psychiatrist or therapist for ongoing mental health care.	Peer support. Connection to community or faith-based organization for community and personal support.
<b>Substance Use Treatment</b>	Stabilization treatment and initiation of medication for appropriate use disorder. Identification of last known substance used (important when related to an unknown substance or bad batch).	Connection to a long-term provider to follow up on treatment.	Applying harm reduction approach through needle exchange, supervised consumption site, and naloxone distribution. Peer support.
<b>Emergency Housing</b>	Safe overnight housing.	Connection to shelters, semi-permanent or longer term housing solutions.	Assistance with housing applications and transportation.
<b>Food and Nutrition</b>	Provide a fresh meal during intake.	Grocery vouchers and connection to a nutritionist.	Addresses underlying issues related to food, education, and employment that could be connected to future crises.
<b>Legal Assistance</b>	Assess the crisis situation for further legal action.	Identify legal barriers to receiving services, threats to eviction, and discrimination due to mental health condition.	N/A

<b>Employment/ Vocation</b>	N/A	Connection to a network of jobs and skills training.	Resume/cover letter assistance and translating documents.
<b>Civic Engagement Support and Social Connection</b>	N/A	N/A	Voter registration and voting assistance; resources for civic participation; participation in leadership, recreational leagues, and community groups.

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