**[Insert organisation name/logo]**

Risk Management Plan:  
Client Overdose

***🖌Note\****

*This template provides an example of a risk management plan for managing client overdose situations. It provide specific guidance to staff members in managing concerns that arise when providing direct client services. Other examples available as part of the Risk Management Policy include:*

* *Home visiting risk management plan*
* *Mental health episodes risk management plan*

*\*Please delete this note when using the examples provided to develop risk management plans for your organisation.*

**Client Drug Overdose Risk Management Plan**

The organisation’s risk management plan to work with clients experiencing an overdose ensures the implementation of following strategies and actions:

|  |  |
| --- | --- |
| **Strategy** | **Actions** |
| **Staffing, Training and supervision** | * Ensure **[insert as appropriate e.g. all staff or all clinical staff] are** certified in First Aid with ongoing facilitation to ensure certification currency. * Ensure **[insert number]** staff are rostered on at all times. * Education regarding different types of overdose is provided to all new staff and to existing staff annually. * Advice and information is provided to staff regarding new and emerging threats and trends. * Advice and education related to client overdose effects and support is routinely provided to clients. * Monitor compliance with the Client Overdose Risk Management Plan. * Regular supervision is offered to all staff and incident debriefing is available when needed. * **[Insert information relating to medical staffing onsite].** * **[Insert information relating to training in the use of Naloxone** [**http://www.druginfo.adf.org.au/drug-facts/naloxone-29**](http://www.druginfo.adf.org.au/drug-facts/naloxone-29)**].** * **[Insert other action].** |
| **Identify, assess and act** | * Apply first aid immediately / **[insert information on naloxone if appropriate].** * Contact emergency services by calling **(000)** in order to transport the client to hospital. * The client should not be left unattended when possible or for any significant period of time. For more information on First Aid refer to the Work Health and Safety Policy. * Maintain a safe and calm environment. * Enlist the help of other staff, ensure they stand at the periphery to reduce further escalation from crowding. * Where possible, identify and inform emergency services of: * the substance/s and amount used to assess the level of risk and anticipated reactions * breathing difficulties * increase or decrease in temperature * seizures and implemented actions. * **[Insert other action].** |
| **Prepare and communicate** | * Develop and prioritise actions. * Inform direct supervisor and brief other colleagues of the risks following privacy and confidentially procedures. * Complete an incident report ASAP. * Complete case notes ASAP. * **[Insert other action].** |
| **Eliminate or reduce the risk** | * Allocate roles to colleagues, as appropriate to ensure action is taken in response to the incident and that client safety is upheld. * Evacuate and or restrict the area as appropriate. * Provide debriefing for clients to reduce risk of future occurrences. * Provide ongoing supervision and incident debriefing for staff to help identify when incidents likelihood is increased. * **[Insert other action].** |
| **Review** | * Provide debriefing for staff * Consult staff to decide whether the risk control processes implemented were effective * Review incident – triggers/underlying risk * Review the control process * Review external factors of the risk * Modify procedures, protocols and work practices and inform staff of changes * Client Care plan to be reviewed with the client to provide alternatives of treatment, if possible * **[Insert other action]** |
| **[Insert other strategy]** | * **[Insert actions]** |