

## National Overdose Response System (NORS)

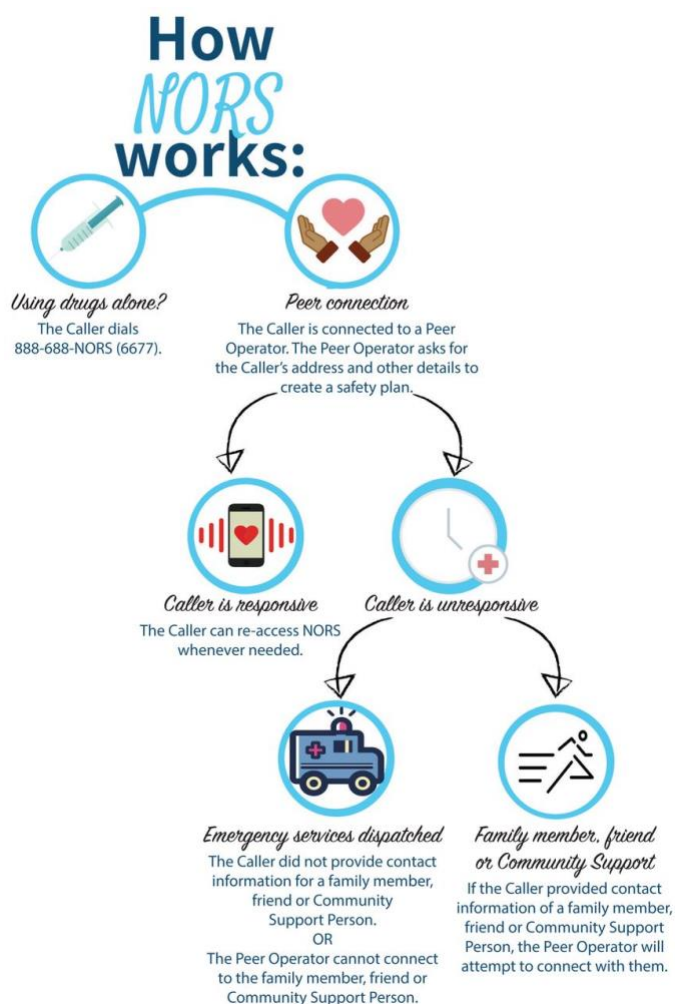
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NORS is a Canada-wide, toll-free, virtual overdose monitoring service, operated by people with lived, living or shared experience around drug use.<sup>1</sup> The hotline offers 24/7 \* 365 individualized and trauma-informed confidential support with operators trained in Mental Health First Aid and psychosis de-escalation.<sup>2</sup>

Nearly 70% of drug poisonings/overdose deaths occur when people use drugs in isolation. NORS supports individuals during solitary substance use by virtually monitoring the individual and, in the event of an overdose, facilitating an emergency response.<sup>3</sup>

Peers non-judgmentally support clients, sharing resources for making drug use safer which may include area-specific recovery resources, depending on the client's goals. Peer-to-peer therapeutic alliances have been shown to facilitate trust which may contribute to successful connections with health and social services.<sup>2,3</sup>



How can YOU help spread the word?

1. Print free posters:

<https://static1.squarespace.com/static/5fc878333adbb267c9273408/t/64945af0e6be375791f7c469/1687444211291/Printable+NORS+materials+.pdf>.

2. Provide the NORS call/text number (1-888-688-NORS(6677)) to all clients who may be using substances alone, suggesting NORS as an adjunctive option for harm reduction.
3. Check out NORS promotional materials: <https://www.nors.ca/additional-nors-materials>.

#### References:

1. Matskiv, G., Marshall, T., Krieg, O., Viste, D., Ghosh, SM. Virtual overdose monitoring services: a novel adjunctive harm reduction approach for addressing the overdose crisis. CMAJ 194, 46 (2022): E1568-E1572; DOI: 10.1503/cmaj.220579 LINK: <https://www.cmaj.ca/content/194/46/E1568>
2. National Overdose Response Service (NORS). Retrieved November 3, 2023, from <https://www.nors.ca>
3. Marshall, T., Viste, D., Jones, S., Kim J., Lee A., Jafri F., Krieg O., Ghosh SM. Beliefs, attitudes and experiences of virtual overdose monitoring services from the perspectives of people who use substances in Canada: a qualitative study. Harm Reduct J 20, 80 (2023). <https://doi.org/10.1186/s12954-023-00807-9> LINK: <https://harmreductionjournal.biomedcentral.com/articles/10.1186/s12954-023-00807-9>