

## INTOXICATION HOW TO HELP

Allow the person more personal space than usual

Maintain a calm, nonjudgmental, respectful approach

Maintain clear guidelines and boundaries

Avoid engaging in arguments or 'debates' with the individual

Have written information available for the person to take away

Provide opportunistic, relevant information (if able)

Use clear communication — short sentences, repetition, and ask for clarification if you are unsure what is said. (*I really want to help, but*

Re-book appointment encouraging the individual to present in a better state

Keep the Door Ajar

Listen and respond with understanding and empathy (*I hear what you are saying, I can imagine that would be hard/difficult/sad, etc. What I can do to help?*)

If the individual becomes aggressive ask them to leave calmly, if there are further difficulties please follow practice policy

If the individual denies drug/alcohol use or current intoxication, roll with resistance and do not push for acceptance (*"I haven't been using, I'm just tired"; "OK. Let's reschedule the appointment to when you are less tired and here is some information about drugs and alcohol just in case"*)

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## WITHDRAWAL HOW TO HELP

Tell the individual what to expect during the withdrawal stage

Some individuals may benefit from symptomatic relief

Have written referral information for the person to take away

Identify social supports and educate the family/friends of what to expect when in withdrawals

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Maintain a calm, nonjudgmental, respectful approach

Maintain clear guidelines and boundaries and utilise clinical judgement

A crisis on the individual's behalf does not constitute an emergency on your behalf

Ensure there is a treatment plan in place to address dependency

Medical Review

Provide appropriate referrals

If necessary call an ambulance

If appropriate can recommend detox with the support of a professional – you are able to liaise with AODS Doctors to assist in detoxing the individual in the practice or refer to another service