

Building trust + shifting culture

OOD in the ED: People-centred care

Introductions

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Why we're here

Difficult interactions as fuel + experience as knowledge

What is “people-centred care”?

Shifting the way we interact --
ED as a trusted site of community OUD care

Helping people with OUD: How to be effective

Trauma-informed care & doing less harm

Helping people with OUD: How to be effective

Good customer service skills can help

Helping people with OUD: How to be effective

Using transparency & vulnerability to build trust

Let's pause...

Questions or comments?

Making an impact: Your work matters

Generating hope when situations feel uncertain or unknown -- How?

Care of self & others

Self-care increases capacity for community care

Questions?
