

Drug Use in the Vicinity of the Center

Assess the Situation Calmly and with Compassion

- **Check the level of intoxication:** Look at how strongly the person is impaired and whether they might pose a danger to themselves or others. Look for signs of stress, aggression, or confusion. If the person becomes aggressive or uncooperative, prioritize your own safety. Remember that their background may influence their experience and/or feelings of vulnerability.
- **Stay calm and friendly:** Speak to the person in a calm, neutral tone. Avoid raising your voice or using words that could escalate the situation.
- **Consider the context:** Remember that drug or alcohol use is often connected to issues such as mental health challenges, poverty, or social inequality.

Communicate Respectfully and Empathetically

- **Use respectful language:** Address the person in a friendly manner and avoid derogatory terms. Do not judge based on the person's appearance.
- **Be patient and compassionate:** People who are drunk or intoxicated may have difficulty understanding information clearly. Be patient and give them space to express themselves but keep the conversation simple and to the point.

Set Clear and Friendly Boundaries

- **Explain the situation:** Politely tell the person that their behavior is disturbing the surroundings and that they need to leave the premises. Avoid coercion or violence.
- **Offer alternatives:** If possible, help the person find a solution, e.g., by helping them call someone or suggesting a safe place to sober up. Remember that people from socially disadvantaged backgrounds often do not have access to the same resources, so offer practical, realistic help. A current shelter list is attached.

Ask Others for Help When Necessary

- **Get support if you feel unsure:** If you feel that the situation is difficult to handle, ask a colleague or another person for help.
- **Avoid calling the police:** Many people from marginalized groups often experience racial profiling or are disproportionately criminalized. It is important to call the police only when it is truly necessary in order to avoid unnecessary consequences. Try to resolve the situation peacefully and respectfully.

Monitor the Person's Safety Until They Leave

- **Make sure the person leaves safely:** Make sure that the person leaves the premises safely and does not get into dangerous situations. Accompany them to the door or help organize safe transportation.

Documentation and Reflection

- **Document the incident transparently:** It can be helpful to document the incident, both for your own protection and for clarity about what happened. Make sure to write objectively and without assumptions in order to avoid misunderstandings.
- **Reflect on possible biases:** After the situation, take some time to reflect on any biases or assumptions you may have had unconsciously. Consider whether your reaction was influenced by them and think about how you can improve in the future.