Key Messages/Information for Clinic Staff
Digital Overdose Response System (DORS)

Updated July 7, 2021

The following information is provided for clinic staff to use in conversations with clients about the new Digital Overdose Response System (DORS) application, now available for testing in Calgary.

If additional information is required, please contact AlbertaAddictionandMentalHealth@gov.ab.ca

Business cards and posters with contact information have been provided for clinic staff to share with clients.

About the DORS app
o   The Digital Overdose Response System (DORS) is an app that will help protect people using opioids and other substances while alone.
o   If you are using, you may be interested in this new, confidential app.
o   The app uses a timer and alarm system to monitor your responsiveness.
o   If you don't turn off the alarm that sounds, the app will trigger a call to your phone from STARS, a third-party response centre.
    o   If you don't respond to the phone call, medical assistance will be sent right away to the location entered in the app.

Where to Download the DORS app
o   DORS is available for both iOS and Android mobile phones (not computers or tablets).
o   The app is available at www.DORSApp.ca which can also be accessed through the QR code (found on posters supplied to the clinic).
o   The DORS app can be downloaded through Google Play or the Apple App Store.

How the DORS app works:
o   When you open the app, you will agree to the End User Licensing Agreement and allow the app to access your location services, and confirm your phone number. You will also be asked to confirm your address and put your volume on the maximum setting.
o   When you begin a session, there will be a one minute initial countdown. After the minute has passed, you will be prompted to either end the session or extend the timer for an additional minute.
    o   The amount of time the timer is reset for is based on how many times you press the reset button.
    o   The timer may be reset multiple times up to a 15-minute duration.
o   If the countdown timer runs out and you are unresponsive to "end" or "extend" the session, the third-party response centre (STARS) will call you.
o   If you do not respond to STARS' phone call, medical support will be dispatched to the location you entered in the app.
o   Regular ambulance dispatch and transfer fees will apply.

Requirements:
o   In order to use the app:
    o   Individuals must have a cellphone.
    o   Phones must be charged to initiate a session.
    o   Users must allow for approval of Location Services, Push Notifications, access to Mobile Phone # and Address information provided.
    o   Volume on phone much be turned to "maximum".

- o DORS will continue to run if a user exits improperly (i.e. without ending the session properly e.g. by hitting "end")
- o DORS is currently only available during the testing phase in Calgary and surrounding area (i.e., Strathmore, Chestermere, Airdrie, Cochrane, and Okotoks); users will not be able to use the app outside of the area, even if registered. A notification will pop up to indicate this

Guidance for Safe Use
- o Individuals are encouraged to consume in an unlocked room that is easy to access, put pets away, and remove paraphernalia in the event of a response by emergency services.
- o Individuals are encouraged to keep a naloxone kit nearby when using, in the event that someone nearby is able to provide assistance. Please visit https://albertahealthservices.ca/info/Page13663.aspx for information regarding obtaining a naloxone kit through the Community Based Naloxone Program.
- o Individuals are still encouraged to not use alone, or to tell are friend when they are using.
- o Be as precise as possible about your location and instructions on how to access the location within the designated fields in the app.
- o Options for recovery are available to you. Please talk to your healthcare provider, see the "resources" tab in the app or call the Addiction Helpline, 24/7 at 1-866-332-2322.

Privacy
- o The storage solutions from app developer Aware360 are safe and secure and no personal information is shared, with the exception of when a medical services response is required.
  - o Only your phone number and address details are collected through the use of the app to help facilitate a response from emergency medical services, when and if required.

Feedback
- o The app is currently in its testing phase; however, the current version of the app is safe to use and its core functionality has been rigorously tested.
- o Developers are collecting feedback to improve the user experience of the app for implementation in other areas of the province. We strongly encourage app users to share their feedback to help make improvements to the app for future issue.
- o We ask that staff and users of the app each provider feedback. Users of the app will get a feedback survey (or link to a survey) "pushed" to them through the app, while staff can share their feedback by contacting albertaaddictionandmentalhealth@gov.ab.ca
- o Staff can assist clients in filling out the survey if time permits and clients are interested, otherwise, users of the app will have access to complete the feedback survey on their own.

Overdose Disclaimer & Important Notes
- o Even when using the DORS app there is still a risk of overdose. Depending on the drug and amount consumed medical responders may not be able to reach individuals in time or be able to reverse an overdose. Other medical conditions may also contribute to an adverse outcome.
- o Please be aware, there is a risk of police presence at the home during a DORS response. Users are recommended to remove any paraphernalia from sight from their homes.
- o The Good Samaritan Drug Overdose Act provides some legal protection for people who experience or witness an overdose and call 911 or their local emergency number for help.

Harm Reduction & Recovery
- If individuals are interested in pursuing recovery at any point, a list of resources is readily available through the DORS app, including supports such as the Addiction Helpline and information on where to access treatment or services.