



A GUIDE FOR BUSINESS

Practical Ideas for Responding to Illicit Drugs



Where Safety Matters

Contact Details

Drug and Alcohol Action Officer,
Frankston City Council

Tel: **9784 1888**

PO Box 490 Frankston 3199 or

Email: correspondence@frankston.vic.gov.au

Web site: www.frankston.vic.gov.au

Dial 000 for Police, Ambulance, Fire Brigade
and SES

Other useful numbers are listed at the end
of this guide

This Guide is an initiative of the Frankston
Drug and Alcohol Steering Committee as
outlined in the Local Drug and Alcohol
Action Plan.

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WHAT IS A DRUG?



A drug is any substance that changes the way the mind and body works. Drugs may be broken down into three categories according to the specific effects they have on the brain and body:

- > **Depressants** slow down messages to and from the brain and the body. They make the user slow right down. Drugs that are depressants include alcohol, heroin, marijuana, tranquilisers and inhalants (glue, aerosols and petrol).
- > **Stimulants** work the opposite way. They speed up the sending of messages. They make the user feel more energetic and speed up the heart rate, blood pressure and breathing. Drugs that are stimulants include ecstasy, cocaine, amphetamines, nicotine and caffeine.
- > **Hallucinogens** change perceptions of time and location, and can make the user see and hear things. Some hallucinogens may also have depressant or stimulant properties. LSD, 'magic mushrooms' and cannabis in high doses, are all drugs that are hallucinogens.

What Is the Extent of Drug Use in Our Community?

While over 90 per cent of Australians have used alcohol, only two per cent have ever tried heroin.

Although some of us have come into contact with drug-related activity, the problem in Frankston is not extreme in comparison with other areas of Melbourne. For example only three per cent of Melbourne's overdoses occur in Frankston City. However, the activities of people who use drugs has an impact on day-to-day business. This guide aims to give some practical tips on how to deal with drug-related issues.

Why Do People Use Drugs?

People use drugs for a whole range of personal and social reasons. Most people use them because they enjoy the effects. Other reasons include boredom, curiosity, peer group pressure, risk taking, escapism from day-to-day life, or dependency, where withdrawal symptoms occur if use is stopped.

People who use illicit drugs do so for exactly the same reasons as people who use licit drugs.

Who Uses Drugs?

Most people use drugs in some shape or form every day. Cigarettes, caffeine, alcohol and prescribed medication are a few common examples. Much drug use goes unnoticed.

Illicit drugs such as intravenous use/heroin and amphetamines, however, tend to be more obvious where people are using them or are substance-affected whilst on the street.

Long-term, frequent substance use can lead to dependence and associated life problems – lack of money, food, poor health and a sense of isolation from the mainstream community.

NEEDLES AND SYRINGES



For syringe collection in all locations including private property (with permission from property owner) call:

📞 SHARPS 9781 1622

📞 DHS Disposal HELP-LINE
1800 552 355
24 hours a day,
seven days a week

Alternatively, if the syringe is in a Council area (road reserve, footpath area or park) call Council 📞 9784 1888 (there is an after-hours service for this number).

How Do I Safely Handle a Needle Or Syringe?

If you decide to dispose of a needle and syringe yourself, make sure you take the following precautions:

- > Wear latex or plastic gloves for protection. Thicker gloves, such as gardening gloves, make it difficult to pick up the needle and syringe.
- > Take an approved container and lid to the site. The containers are available from SHARPS and Frankston City Council free of charge. If you do not have one, use a hard plastic container such as an empty detergent bottle. Do not use glass bottles as these can break.

- > If the needle and syringe is difficult to reach, carefully remove rubbish or other material around it so that you have direct access to it.
- > If there is more than one needle and syringe, separate them by using a stick or the end of a broom. **Do this carefully.** Each needle and syringe can then be picked up individually.
- > Pick up the needle and syringe by the barrel (plastic end). **Do not** pick it up by the needle end. Make sure the needle is pointing away from you.
- > Never recap a needle and syringe.
- > Place the needle and syringe, needle end first, into the container. The container should be on a stable surface and not held by hand.
- > Secure the lid on the container.
- > Take off the gloves and put them in a plastic bag. Tie a knot at the end of the bag and place it in a rubbish bin.
- > Wash your hands with soap and water.
- > To dispose the container, take it to Frankston City Council or call SHARPS to have it collected.
- > Do not put needles or syringes down toilets or drains, they will end up in the bay.

What If I am Injured By a Needle?

The risk of contracting HIV (the virus that causes AIDS) or other blood-borne viruses by injuring yourself with a needle and syringe is very low. No member of the public has ever contracted HIV through a "needle stick injury", where they are pricked by a discarded needle and syringe.

However, in the case of a "needle stick injury", the following steps should be taken:

- > Flush the injured area with flowing water.
- > Wash the wound well with warm soap and hot water.
- > Put antiseptic on the wound and cover it with a waterproof band-aid.
- > Seek medical attention for an assessment of the risk of infection and appropriate treatment.

- > If the needle and syringe can not be retrieved by someone else, mark the area so others are not at risk and contact SHARPS or the DHS Help-Line (refer to telephone numbers listed on the last page of this guide).

Where Are Syringe Disposal Units Located In Frankston?

Most public toilets (for locations see pages 20-22) are now provided with Syringe Disposal Units. These are cleared regularly, however if you notice one that is full or damaged please call Council's Amenity Services Department.
☎ 9784 1888

Should I Get a Syringe Disposal Unit for My Business?

Providing a Syringe Disposal Unit is a positive way of encouraging the safe disposal of needles and syringes. They will also protect staff and customers from the risk of needle stick injury.

Disposal Units are best placed in toilet cubicles mounted on the wall or in areas where syringes are being found.

For further information contact the Drug and Alcohol Action Officer
☎ 9784 1888

BLOOD SPILLS AND BODY FLUID



How Do I Manage Blood and Body Fluid Spills On My Premises?

- > Treat all blood and bodily fluids as potentially infectious.
- > Where possible, isolate the area.
- > Wear disposable waterproof / plastic / rubber gloves when handling any body fluid.
- > Never allow another person's blood onto cuts, sores or broken skin or near the mouth - all cuts, sores and skin conditions should be covered.
- > Place a paper towel over the spill and carefully mop it up.
- > Clean the surface with warm water and detergent or soap.
- > Disinfect the area by wiping with bleach (use a bleach containing at least 5.25% sodium hypochloride) and dry with clean paper towel.
- > When finished, remove gloves and put them, along with the used paper towels, in a sealed plastic bag and place in rubbish bin.
- > Handle needles and syringes as outlined on page 4.

CLEANING UP



Who Is Responsible for Cleaning Up Streets and Laneways?

Frankston City Council is responsible for cleaning roadways and footpaths. Council, through its current contractor Serco, cleans all areas within the Central Activities District (CAD) of Frankston. Areas outside the CAD are serviced by Council employees. If you have a particular street or footpath cleaning issue within the CAD, you may call Serco directly ☎ 9770 2844. For problems outside the CAD call Council directly ☎ 9784 1888.

Who Is Responsible for Cleaning Up Other Areas?

Waste and rubbish from private property such as shops, businesses, backyards, car parking spaces or driveways surrounding your business, is your responsibility. Many of the areas at the rear of shops adjoining laneways are private property and Council has no responsibility (or rights) to enter these places.

Council offers a collection service for domestic waste, such as lunchroom scraps, but does not provide commercial or industrial waste collection services.



SECURITY



Robbery Prevention

It is important for you to put a plan in place to help reduce the likelihood of burglaries.

The following tips may assist:

- > Adopt a system of alarm notification.
- > Do not discuss cash holdings or movement of cash with other staff or customers.
- > Hold a minimal amount of cash on the premises.
- > Consider installing security devices.
- > Encourage staff to watch for suspicious behaviour and report it to the police ☎ 000.

Reporting Crime

If you are involved in, or witness a crime, the most important thing to remember is your own personal safety. Do not do anything to endanger your own safety. CALL THE POLICE ☎ 000.

If you have previously called 000 for another incident and were discouraged by the response time, do not be deterred. The number of 000 calls and the response times are monitored, and this information is used to determine police numbers. If people stop calling 000 due to response times, police numbers will not be increased.

The accurate reporting of crime assists police to investigate offences and to apprehend offenders.

It is important to preserve any evidence, especially if there is a chance it may be lost or subject to contamination, prior to the arrival of police.

Rain, vehicle or pedestrian traffic, or unintentional human interference, may cause contamination of evidence.

Begging

It is recommended that you do not provide people with money as you will become known as a target. If asked for money, say no. Making excuses gives the person an opportunity to negotiate with you. If the person is aggressive, please call ☎ 000.

The Salvation Army Crisis Centre is able to provide some material aid to people and is in a position to refer service users to other support/services as needed.

The Salvation Army Crisis Centre
37 Ross Smith Avenue Frankston
☎ 1800 802 398 free call

Or

Frankston Community Support and Information Centre
68 Playne Street Frankston
☎ 9781 4944

The cards included with this book have these contact details on them and may be given to people so that they can seek appropriate assistance. More copies of the cards are available through contacting the Council ☎ 9784 1888.

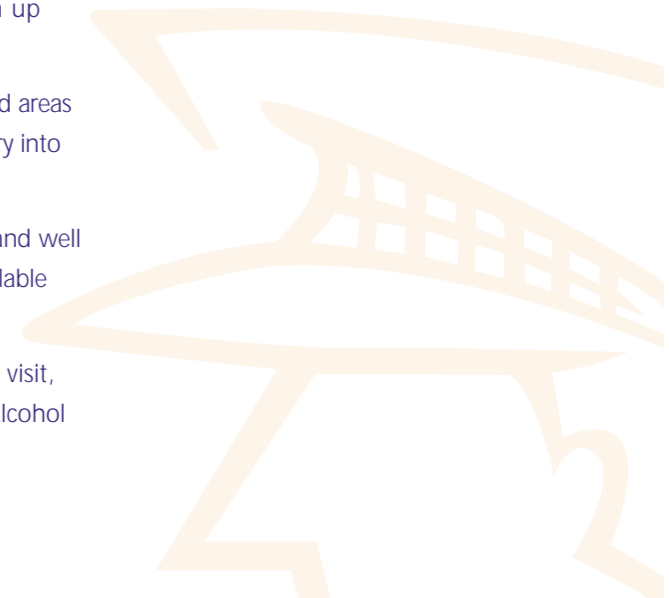
Injecting Activity Around Your Business Premises

If you wish to deter people from injecting drugs in the area of your business, the following preventative measures can be used:

- > Restrict any areas where people may hide.
- > Remove any sources of water.
- > The use of motion-activated lighting may be useful, but care should be taken to ensure that this lighting does not make it easier for people to inject, cause damage or enter your premises.
- > Consider playing easy listening or classical music as it deters anti-social activity.

- > Investigate trespass notices for continual offenders.
- > If there is an area being used for injecting activity and there is a problem with litter and needles, contact SHARPS for a clean up ☎ 9781 1622.
- > Close off alcoves and sheltered areas by using a gate to restrict entry into the back of the premises.
- > Toilets should be kept clean and well lit, and access should be available only on an as-needed basis.

For further information or a site visit, contact the Council Drug and Alcohol Action Officer ☎ 9784 1888.



DIFFICULT BEHAVIOUR



The Community Programs Office of Victoria Police Crime Prevention provides the following techniques, based on principles of conflict resolution. This may assist in difficult situations such as dealing with an irate or drug-affected customer, or even when confronting a person you may surprise when they are committing a crime. Remember, some people may not respond as you would hope/expect. Consider possible escape routes or place some sort of barrier between you and the person.

Conflict Resolution: Opening Communication

- > Introduce yourself.
- > Show a willingness to help.
- > Ask the person their name and ask how they would like to be addressed.
- > Reassure the person.
- > Persist until communication is established.

Conflict Resolution: Process

- > Remain calm.
- > Be patient.
- > Maintain voice control – be relaxed.
- > Listen and absorb what they are saying – don't interrupt.
- > Use humour.
- > Body language should not be confrontational.
- > Bring down the emotional level.
- > Shift emphasis away from hot or conflicting views.

- > Refocus conversation – return to key issues.
- > Use questions to reframe the problem or open up new or more effective options.
- > Use delay tactics – discuss critical issues after the situation has calmed down.
- > Be assertive not aggressive – be firm and reasonable.
- > If concerned about safety or risk to property, call the police on ☎ 000.
- > Debrief with someone after the event.

Counselling

If you or your staff are subjected to unpleasant, difficult or dangerous situations, it is important that you have the chance to discuss your feelings. Even if you believe that your staff are coping, the offer of paid counselling could save you the costs and inconvenience of staff turnover and WorkCover claims.



OVERDOSE



How Do I Recognise An Overdose?

Some signs of an overdose include:

- > Immediate collapse or extreme drowsiness.
- > Loss of colour, becoming pale or turning blue.
- > Slowed breathing.
- > Irregular heartbeat.
- > Drop in body temperature (feeling cold and clammy).

It is important to note that these could also be signs of other serious conditions requiring emergency medical treatment, and an ambulance should be called.

In an emergency call ☎ 000 for ambulance, police or fire brigade.

Do I Have to Pay If I Call An Ambulance?

You are not financially liable for the costs of calling an ambulance. Ambulance workers register the location of the incident and the address of the person treated separately. Charges for ambulance services are sent to the address of the person treated.

Will the Police Attend all Overdoses?

It is not police policy to routinely attend overdoses. If an overdose is fatal, police will follow up and you will be interviewed.

Should I Give Mouth-to-Mouth Resuscitation?

Lie the person on their side and if possible, check their airways are clear.

It is recommended that only suitably qualified people with first aid training and appropriate vaccination against Hepatitis A and B, give mouth-to-mouth resuscitation.

First Aid Training is available through St John's Ambulance ☎ 13 13 94.

HIV/AIDS



How Is HIV Spread?

HIV (Human Immuno-deficiency Virus) is the virus that may lead to a collection of diseases known as AIDS. HIV almost always results from unprotected sexual intercourse or from sharing injecting equipment with an HIV carrier.

HIV CANNOT BE spread through the air, through insect bites or through household, domestic or workplace contact.

Is There a Risk of Contracting HIV from Blood Spills?

In a few cases HIV infection has resulted from direct exposure to the blood of an infected person. In all of these cases the person who has contracted HIV infection has:

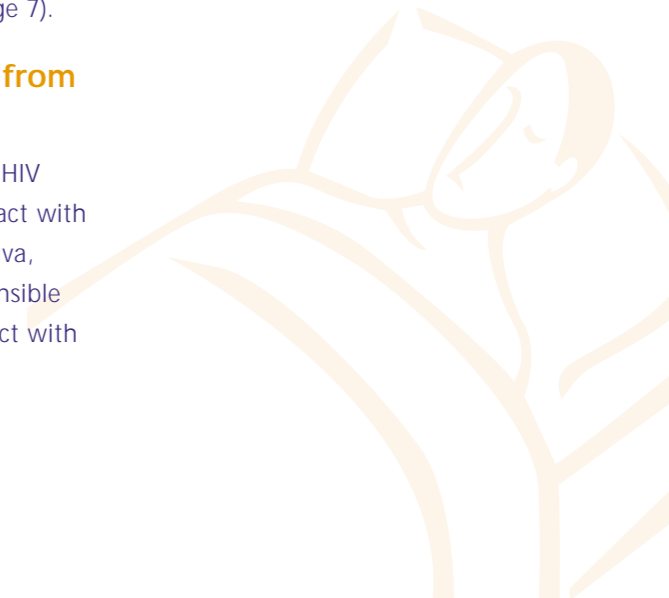
- > Injured themselves with a needle or sharp instrument that has the infected person's blood on it; or
- > Allowed an infected person's blood to contact a cut, sore or skin condition such as dermatitis or eczema; or

- > Allowed an infected person's blood onto a mucous membrane such as the eye or mouth.

Blood and bodily fluids should always be treated as if they were infectious (see section on blood spills, page 7).

Can You Contract HIV from Other Bodily Fluids?

While there is no evidence of HIV infection occurring from contact with other bodily fluids such as saliva, urine, vomit or faeces, it is sensible to wear gloves when in contact with these fluids.



HEPATITIS A, B AND C



What Is Hepatitis?

Hepatitis is the name for several different illnesses which all cause the same problem - an inflamed liver. If the liver does not function properly it can cause serious illness and sometimes even death. Each type of Hepatitis virus is transmitted differently; therefore different preventative methods are required.

Hepatitis A

Hepatitis A is transmitted through faecal matter, therefore personal hygiene is important. Wash hands carefully with soap and water after going to the toilet. People with active Hepatitis A should not prepare food for others until advised to do so by their doctors. A vaccination is available.

Hepatitis B

Hepatitis B is present in blood, semen, vaginal secretions and to a lesser extent in the saliva of an infected person. It is more highly infectious than HIV, but practicing safe sex and using fresh needles are effective against Hepatitis B. A vaccination is available either through a GP or local community health centre.

Hepatitis C

Hepatitis C was only identified in 1989 and there is still much to be learned. It is known to be present in the blood and most cases have been traced to blood-to-blood contact. There is no vaccination available for Hepatitis C, but it is preventable by practicing safe sex and using fresh needles. There are some treatments that are showing some success in treating the virus.

PUBLIC DISPOSAL UNIT LOCATIONS



CAD Area

Melway Reference

Young Street, near railway station	100A	B6
North of Beach Street Car Park, Beach Street	100A	D5
Youth Resource Centre, Corner Olsen Street and Ross Smith Avenue	100A	D6
Frankston Foreshore, near life saving club	100A	B7
Frankston Foreshore, north of Davey Street footbridge	100A	B7
Nepean Highway at Playne Street, Frankston	100A	C7
Frankston Foreshore, near picnic shelter, north of pier	100A	A5
Frankston Foreshore at pier kiosk	100A	A9
Frankston Foreshore, near coastguard car park	102	B3
Frankston Civic Centre, Davey Street, Frankston	100A	D9
Frankston Arts Centre, Davey Street, Frankston	100A	D8
Frankston Library, Playne Street, Frankston	100A	D8
Community Support and Information Centre	100A	D8

Foreshore (Outside CAD Area)

Keast Park, Nepean Highway, Seaford	97	D10
Seaford Foreshore (opposite Riviera Hotel, Nepean Highway)	97	D11
Seaford Foreshore (opposite Armstrongs Road)	97	D12
Seaford Foreshore (opposite Station Street, Nepean Highway)	99	D3
Seaford Foreshore (opposite Seaford Road, Nepean Highway)	99	D5
Seaford Foreshore (opposite McCulloch Avenue)	99	D8
Seaford Foreshore (opposite 280 Nepean Highway)	99	D9
Seaford Foreshore (adjacent to Long Island Tennis Club)	99	D10
Frankston Foreshore (opposite Caltex, Nepean Highway)	102	B4
Olivers Hill Boat Ramp, Nepean Highway (foreshore)	101	K5

Seaford Area (Excluding Foreshore)

Melway Reference

North Seaford Reserve, Railway Parade	99	E2
Corner Station/Broughton Streets	99	D3
Kananook Reserve, Kirkwood Avenue	99	F8
Seaford Road Reserve, Brunel Road	99	H4
Belvedere Reserve, East Road (adjacent to Tennis Club)	99	K4
Belvedere Park, East Road (pavilion)	100	A4

Carrum Downs and Skye

Carrum Downs Recreational Reserve, Wedge Road	98	J10
Carrum Downs Community Centre, Lyrebird Drive	100	H3

Frankston North

Monterey Reserve, Lehmann Crescent, Frankston North	99	K8
Mahogany Community Centre, Mahogany Avenue	99	J8
Eric Bell Reserve (pavilion) Forest Drive	99	J9



Frankston

	Melway Reference
Frankston Park (pavilion) Plowman Place	102 C3
Frankston Park, Plowman Place (northwest corner reserve)	102 C3
Frankston Park, High Street (southwest corner reserve)	102 C3
Orwill Street Neighbourhood House	99 F12
Botanic Gardens, Williams Street	102 E5
Botanical Gardens (northeast corner Foot Street)	102 F5
Bruce Park Margate Avenue (pavilion)	102 G7
Jubilee Park, Hillcrest Road (adjacent to Adrian Butler Oval)	102 H4
Jubilee Park, Hillcrest Road (adjacent to netball court)	102 J4
Frank Street Reserve	102 H1
Ballam Park (south athletics track) Cranbourne Road	103 B4
Ballam Park (near homestead) Cranbourne Road	103 B4
Ballam Park, off Naranga Crescent (east of athletics track)	103 B4
Ballam Park off Naranga Crescent (north oval)	103 B3
Robinsons Park, Robinsons Road (pavilion)	103 B2

Frankston South

Baden Powell Reserve (pavilion) Baden Powell Drive	101 K10
Overport Park, Overport Road (near ovals)	106 C1
Overport Park (adjacent to tennis club) Overport Road	102 D12
Baxter Park, Frankston-Flinders Road (adjacent to tennis courts)	106 J3

Langwarrin

Lloyd Park East Oval	103 J4
Lloyd Park Netball Pavilion, Cranbourne Road	103 J4

USEFUL CONTACTS



PenDAP (Peninsula Drug and Alcohol Program)

Frankston Integrated Health Centre
12-32 Hastings Road
Frankston 3199
www.phcn.vic.gov.au
☎ (03) 9784 8100

SHARPS

Needle and Syringe Exchange Program
for syringe collection from private
property and other locations
39 Ross Smith Avenue
Frankston 3199
<http://home.vicnet.net.au/~fitshop>
☎ (03) 9781 1622

YSAS

(Youth Substance Abuse Service)

Youth Outreach,
Residential Withdrawal
39 Ross Smith Avenue
Frankston 3199
www.ysas.org.au
☎ (03) 9770 5622

Frankston Hospital

Chemical Dependency Anti-Natal Clinic
Hastings Road
Frankston 3199
www.phcn.vic.gov.au
☎ (03) 9784 7155



Frankston City Council

For syringe collection in public places
such as streets, lanes, parks
www.frankston.vic.gov.au
☎ (03) 9784 1888

Frankston Community Support and Information Centre

For general assistance
68 Playne Street
Frankston 3199
www.frankston.net.au
☎ (03) 9781 4944

Salvation Army Crisis Centre

For support with emergency
accommodation and material aid
☎ 1800 802 398

Youth Resource Centre

9 Ross Smith Avenue
Frankston 3199
<http://youth.frankston.vic.gov.au>
☎ (03) 9784 1868

Frankston City Drug and Alcohol Action Officer

www.frankston.vic.gov.au
☎ (03) 9784 1888

Frankston City Community Safety Coordinator

www.frankston.vic.gov.au
☎ (03) 9784 1888

Credits

The information in this guide has been
compiled from the following sources:

- > Department of Human Services.
- > The City of Yarra's publication:
"Responding to Illicit Drugs:
A guide for local business".
- > The City of Melbourne's
publication: "BRID – Business
Responding to Illegal Drugs in the
City of Melbourne 2000".

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