

new beginnings ...

rethinking drug harm reduction with service design

A Service Design Diploma by Trygve Shadi Restan



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Master thesis in Service Design

The Oslo School of Architecture and Design.

Fall 2019

All photos are by me if source is not added.

«Narkotikaavhengighet er forbundet med mange følelser: skam og skyld, selvforakt og fornedrelse. Mange lever i fattigdom, under uverdige forhold og sliter med psykiske og fysiske plager i tillegg til selve avhengigheten... Man skal behandle avhengigheten, men den enkelte skal også få hjelp til å ta tak i selve livet: forholdet til familie og venner, et sted å bo, komme i utdanning, jobb eller annen aktivitet, få orden på kosthold og ødelagte tenner – kort sagt, behandling av rusavhengighet er å få orden på et helt liv.»

- Stoltenbergutvalget, Rapport om narkotika 2011

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Abstract

In 2017 the Norwegian government launched the Drug Reform wherein use and possession of illegal drugs would not be considered a criminal matter, but rather an issue for the health services. A taskforce has been mandated to suggest a model for how this will be implemented, presenting their result in the end of 2019. This reform made me explore the field of drugs with a service design perspective. What are the drug services existing and could I innovate in this time of change?

My diploma proposes a vision for a new public service, Luna, which serves as national harm reduction centers for persons with addiction challenges such as those that are injecting heroin daily. At Luna, the members can get a more comprehensive care package when living a high-risk drug life.

Luna is a holistic approach to the user's needs and an attitude towards drug care. It includes a language, a set of values and offerings, service structure, identity and new ways of delivering public drug related services.

Luna's values are openness & tolerance, support & responsibility.
Luna brings brighter days to its members.



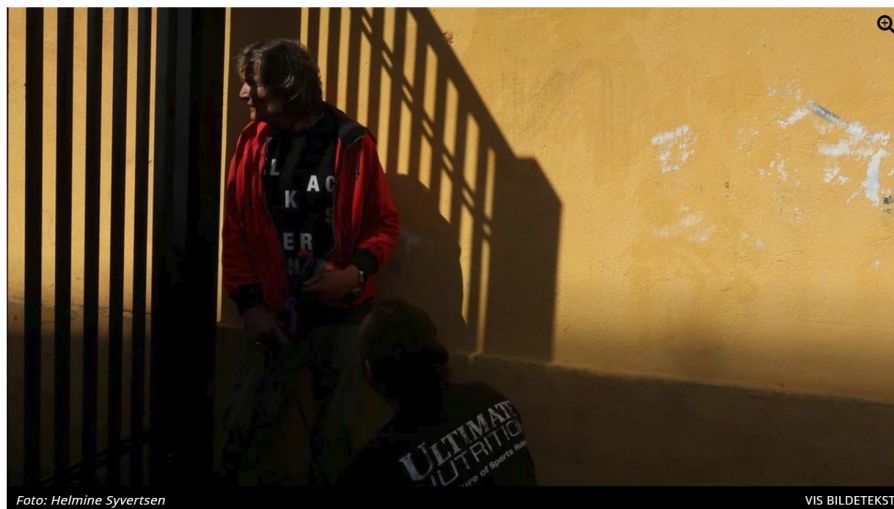
Motivation

The study of design has often brought me reflections about what is important in my life. I've chosen the path of service design because I know it can have real effect on people's lives. And that is essential. We can contribute to what society should look like, feel like and what experiences should be like in everyday life. That is a very important role to have, and I find meaning in working towards a better everyday for people. A better everyday can mean many things for different people, but I'm especially motivated in using design to support persons that struggles in life.

For me justice is a holy grail and few things pains me more than seeing injustice, even though the law says otherwise. I believe personally that we have failed for decades with our policies and enforcements on drug use. Problems have gotten worse; people are dying, crime is increasing, there is a high level stigmatism and a low level of dignity. I enjoy exploring different cultures of society and saw this project as an opportunity to learn more about a culture with global complexity and a rich service landscape.

At this crossroad of new approaches to drug policy, like the Drug Reform 2017, I felt that design could have a role in rethinking the services we have within drug care to give people new beginnings.





– Tar du en overdose alene, kan ingen redde deg

Source: Screenshot, Dagsavisen, 11. sep 2018

Approach

I started this project with an open and explorative approach, which means I knew I would do something within service design for persons struggling with drug addiction, but I didn't decide exactly which service I would innovate in before the project started. I wanted to understand the landscape as much as possible and then decide after the first month of the project where I would do my designs.

I chose a double diamond project structure of **Understanding, Defining, Ideating** and **Designing**, which is also the structure of this report. As with most design processes, the structure wouldn't uphold linearity and I had to go back to understanding more in several instances.

Methods Understanding

Desktop Research

Scanning history, news articles, opinions, research reports, policy papers and documentaries from the web to understand the drug phenomenon.

Service Observations

Meeting with drug related services to understand experiences in the care landscape.

Expert Interviews

Interviews with user representative, drug psychiatrist, addictologist and service providers to understand the field

Service Journey and Stakeholder Mappings

To understand roles, service offerings and experiences.

Methods Defining

Synthesizing

To systemize findings and make sense of the whole landscape.

Analysis

To get a deeper understanding of service experiences and touchpoints that could be redeveloped.

Scoping

Finding design opportunities that could have impact and to formulate a precise brief for my project



Methods Ideating

Idea Workshops

To come up with ideas and innovations for the service I would look into

Language Brainstorming

To find suitable ways of expressing a service and its feelings

User Journey Ideations

To come up with new ways of delivering service

Street Observations and Talks

Exploring people and environments in the drug domain to find design “material”

Methods Designing

Design Workshops

To take design decisions and pinpoint what to include in the designs

Digital Iterations

To design service touchpoints and journeys with system and fidelity

Feedback Sessions

Pitching concept and ideas with experts to get validation and feedback

Expert Interviews



Prindsen Mottaksenter with social worker Marte Elisabeth Karlsen giving service insight on Oslo's municipal harm reduction.



Anonymous persons in the open drug scene of Oslo giving insight and feedback.



Nurse Gunnar Simonsen Thingnes from outreach program Sykepleie på hjul - Fransiskushjelpen giving service and user insight.



Drug psychiatrist Asbjørn Restan giving addiction and drug life insights plus project feedback.



Addictologist Tereza Cernikova from Czech harm reduction service giving insights on the drug phenomenon from abroad.



Social worker Øivind Egeland from Aktivitetshuset Prindsen - Kirkens Bymisjon giving insight on non-clinical service and user insight.



Health tech entrepreneurs Petter Risøe and Soheil Dabestani from Diffia AS assisting with ideation and development.



Arild Knutsen, user-representative and leader of Foreningen Human Narkotikapolitikk giving insight on drug life, policy and services.

Understanding

Drugs and the World
What are Drugs?
High-Risk Drug Consumption
Drug Addiction & Life
Drugs in Norway
2017 Drug Reform
Governmental Efforts
Stakeholders & Services
Service Observations
Prindsen Mottakssenter



Drugs & the World

Drugs have had a role in human life since prehistoric times. Today it's a source of controversy, public discourse and reform-thinking.

Opinions

The drug phenomenon is a hot topic around the world. It's a topic that causes polarization between people and everybody seem to have some opinion on it.

War on Drugs

In 1971 President Nixon declared drug abuse the "public enemy number one". Through this came the "War on Drugs" which has seen countless military and law enforcement operations around the world. This war is called an absolute failure today, having caused extreme financial and human costs without any particular victory. In the US there is now an opioid crisis with high numbers of persons with addiction causing around 70000 overdoses in 2017.

Cartel Wars

In Mexico we have drug cartels competing in the most brutal fashion the world has seen. Corruption, murders, kidnappings and torture rule the environment. There were over 28000 homicides related to drugs in 2018.

Drugs Anywhere

Getting illegal drugs doesn't seem to be an issue at all. We see black markets in almost every city around the world.

Reform

The war is still ongoing, but we see new approaches appearing. Several US states have had referendums where regulation of some drugs have been approved, and in 2018 Canada chose to legalize Cannabis for recreational consumption.

Drug Overdose Deaths in the United States, 1999-2017
<https://www.cdc.gov/nchs/data/databriefs/db329-h.pdf>

Understanding



What are Drugs?

Drugs can mean a lot of things. Some are legal and some are not. Some come from natural processes while other are synthetic.

Legal Drugs

Today we usually separate between legal and illegal drugs. Caffeine, alcohol and nicotine are some of the most commonly used legal drugs in the world.

Illegal Drugs

Illegal drugs are often called narcotics which is a name that covers a big group of different psychoactive substances. They can be consumed by eating, inhaling, injecting or other less common means with vastly different effects on the user.

Drug Effects

Drug use changes brain function and results in alterations in perception, mood, consciousness, cognition or behavior. Well known illegal drugs in Norway are cannabis, amphetamine,

lsd, heroin, mdma and cocaine.

Legal/Illegal

It can also be noted that many of these substances or derivatives of them are used legally for medicinal purposes, such as morphine which has a similar chemical construction to heroin.

Legal/Illegal

One typical reason for using drugs is that it gives its users a surge of pleasure or an euphoric high. Heroin for example has the effect of making your brain release huge amounts of dopamine which is the body's feel-good chemical.

Drug Use Problems

The use may cause major problems such as wounds, anxiety, psychosis and addiction. The most problematic use

of drugs is the injection of opiates such as heroin, where the user lands in the danger zone of many health hazards such as infections and death from overdose.

Tegn og symptomer på rusmiddelbruk
http://www.rustelefonen.no/wp-content/uploads/2011/09/tegn_symptomer_fhi.pdf

High-risk Drug Consumption

How are high-risk drugs consumed? What does injection of drugs really mean? I found that to be a complex procedure.

Preparing an injection of heroin is no small matter and requires several tools.

When the drugs and tools are in hand the user needs a **metal container** to fill with a mixture.

The heroin is crumbled, mixed with water and citric acid before its **heated up**.

A cotton filter is placed in the mixture and a syringe without needle is used to **draw up the mixture**. The mixture inside the syringe is then cooled down and a needle is attached.

Needles will be different depending on the user's body and if its to be injected in a muscle or in a vein. A **tourniquet** is used to make veins more visible but must also be removed before the actual

injection. The needle is then pressed through the vein and blood is drawn up to check if it's a positive hit. Then the heroin is finally slowly injected into the vein.



The equipment used for injection



Drug Addiction & Life

What is addiction and what are the implications of a life with it? I discussed this with a drug psychiatrist and an addictologist.

Something that is common for a lot of psychoactive drugs is that they tend to create dependency or addiction in its users. The addiction can be of physiological or psychological nature as well as a combination between the two.

Abstinence

A physiological addiction can cause extreme discomfort during abstinence of the drug, such as physical trembles, stomach pains, nausea and delirium.

Addiction as a Symptom

From a sociologically perspective, drug addiction can be viewed as a symptom of other problems in the user's life. There is a bigger tendency for example to end up with drug addiction if you had a bad upbringing with divorced, alcoholized and resourceless parents.

Being Addicted

A person with severe addiction has one main target each day – to sustain the consumption of drugs. The person is willing to lie, steal and degrade him/herself with prostitution to reach this target. This causes everything else to be secondary. Personal well-being, health and hygiene are neglected. Life becomes chaotic with no or little contact with family and friends. This makes the persons hard to reach and treat.

Drug Environment

People doing illegal drugs often have the streets as their domain. This is where drugs are bought and your immediate network are those that also consume drugs. This has caused a congregation of the environment in what

is often called open drug scenes.

Criminalized

These scenes have been the subject of police operations now and then. moving the area from time to time. This life is criminalized, there are daily arrests with fines, jail-time and cat-and-mouse chases. Being chased, thrown in jail and fined by the law has increased problems and made the users distrust even more of the official apparatus.

Stigmatizing

Society has had a history of frowning upon people that do drugs. "If you do to something illegal and with drugs, then you don't deserve any better". The stigma is real, and persons with addiction has been one of the most marginalized groups of society.



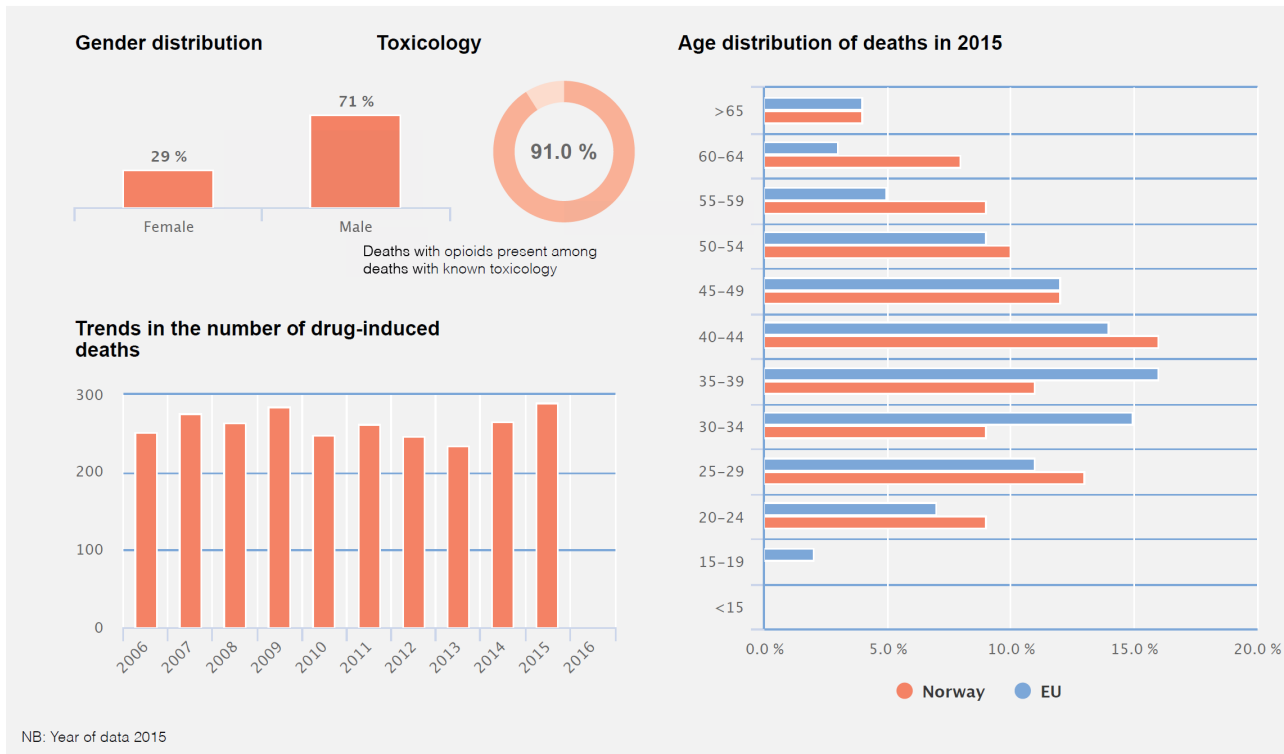


Fig. Characteristics of and trends in drug-induced deaths in Norway
 Source: http://www.emcdda.europa.eu/countries/drug-reports/2018/norway_en

Drugs in Norway

Facts on the drug phenomenon in Norway is presented in a yearly report by the European Monitor Center for Drugs and Drug Addiction.

The report gives a top-level overview covering drug supply, use and public health problems as well as drug policy and responses. Data is gathered from sources such as the Norwegian Public Health Institute.

Public Expenditure

Dealing with drug issues takes a toll on public funds. Between 2007 and 2011 there is an estimated NOK 1.2 billion allocated to drug-related activities. A governmental action plan for 2016-2020 allocated a budget of NOK 2.4 billion for the drug and alcohol field that was increased before its period.

High-Risk

High-risk drug use in Norway is linked mainly to injecting amphetamines and opioids, primarily heroin. The estimated number of people

who inject drugs was around 8900 people in 2015. Injecting is very common among marginalised amphetamine users.

Drug-Induced Deaths

Norway is included in some dreary statistics. We are in the top 3 of European drug overdose deaths. Average yearly deaths have been around 300 for over a decade.

2017 Drug Reform

A drastic measure is under development to tackle one aspect of the drug phenomenon in Norway. This was the starting point for my diploma.

Help, not punishment

The Norwegian government has decided to take a drastic measure to the drug problem. A taskforce has been mandated to come up with a model for how we will give help rather than punishment for use and possession of illegal drugs.

Developing a Model

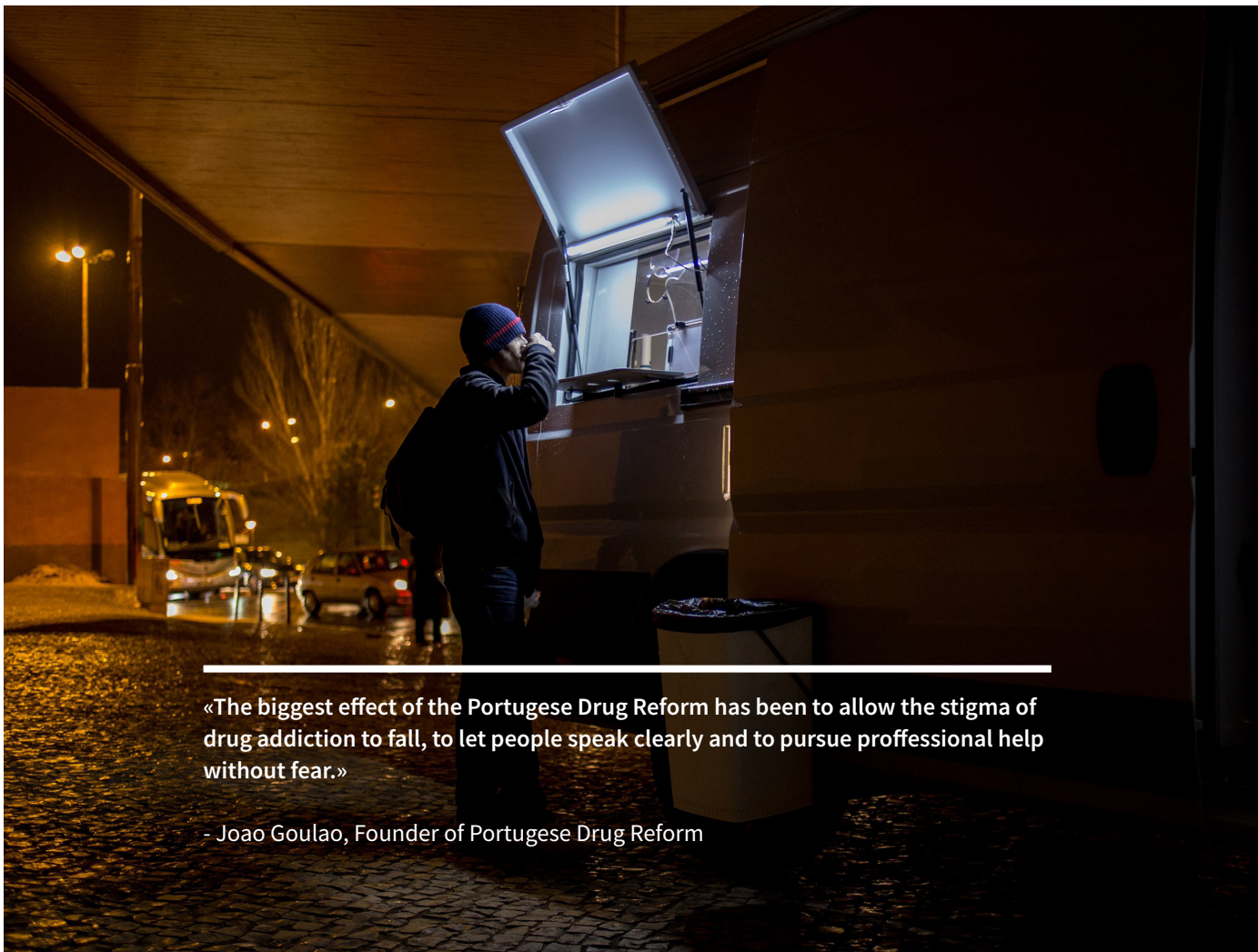
The taskforce has been conducting hearings around the country, and study trips in Europe which will conclude in a model to be presented in the end of 2019. The taskforce has been asked by the government to look closely at the Portugal model in which similar measures were taken back in 2001 due to a national drug problem.

Portugal Model

They found jail and a criminal record to be counterproductive and chose to decriminalize use and possession. If you are caught with less than 10 doses for personal use, you are requested to meet with a commission of social and health workers that will evaluate your situation and give pathways for problem solutions.

Design Opportunity

The Norwegian drug reform will most likely entail drug users having to meet with a commission which has interesting experiential aspects that would be relevant for a service design task. Contacting the drug reform taskforce revealed, unfortunately, that their capacity was not enough to join in on a diploma project, as well as the fact that they are working confidentially.



«The biggest effect of the Portuguese Drug Reform has been to allow the stigma of drug addiction to fall, to let people speak clearly and to pursue professional help without fear.»

- Joao Goulao, Founder of Portuguese Drug Reform

Governmental Efforts

Scanning efforts from the State shows a lot happening on the issues of drugs with numerous propositions, research reports and reforms. Some key finds here.



2004

In this year a Drug Reform was finalized giving specialized healthcare patient rights to the group of people with drug problems.

2019

The "needle-room" law was changed and safe injection sites will now allow other drugs than heroin to be consumed, such as amphetamin and ills

2016

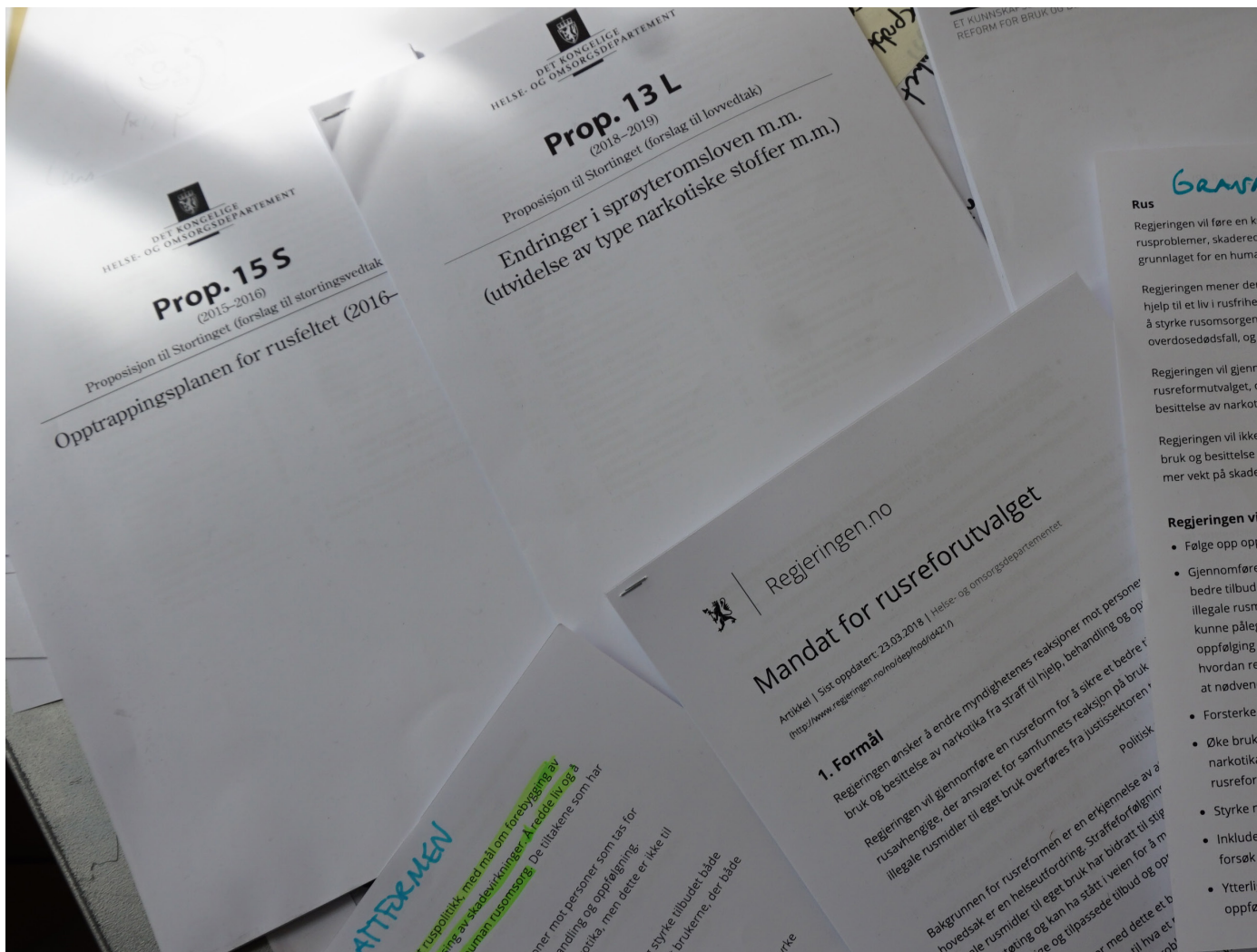
An action plan was launched with a budget and areas to focus on such as prevention, treatment and rehabilitation.

2017

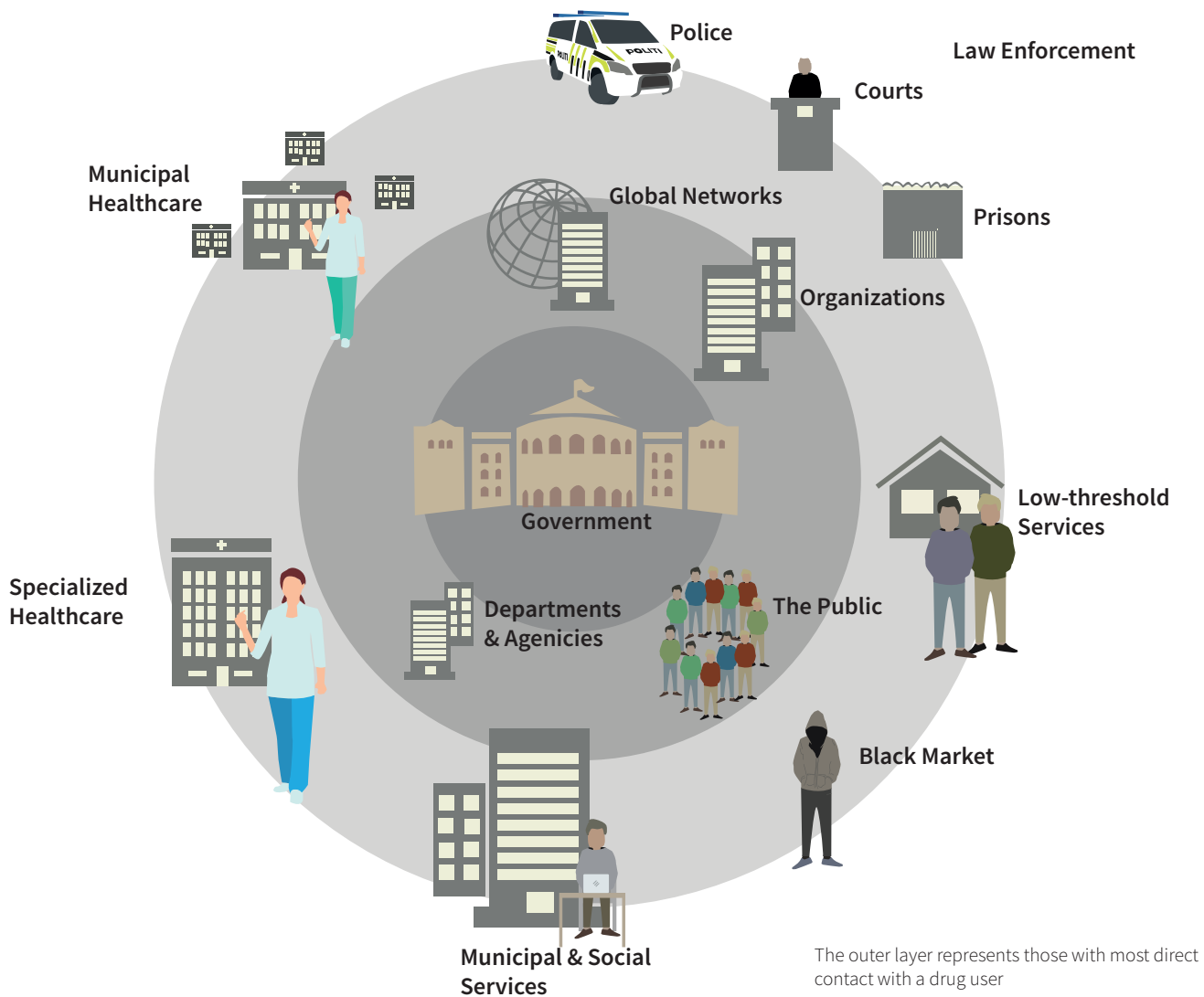
A taskforce was mantdated to find a model for ending the crminal approach to drug use and possession.

2019

A national strategy for overdose problematics was launched by the health directory.



Understanding



Stakeholders & Services

The landscape of stakeholders and services within drugs in Norway is complex and big. In some sense a drug user needs to relate to all of them.

The Government

The main decision makers, new policy needs to be mandated from here.

Departments & Agencies

The governments decisions come from its apparatus such as the Institute of Public Health, opinions of ruling parties and research agencies.

Global Networks

On a global level Norway have conventional obligations through organiztations like the UN.

Organizations

User organizations, lobby organisations on liberal and conservative sides have a stake in affecting policy makers.

The Public

Everyone has an opinion on drugs and public debate has a big stake in the discourse.

Law Enforcement

Police, courts and prisons play a major role in interactions with people who use illegal drugs which means a big stake in their lifes.

Low-threshold Services

Many organizations such as Kirkens Bymisjon or Frelsesarmeen runs services with easy access to support, activity and food.

Black Market

Drugs are acquired through organized or small scale criminal markerts.

Municipal and Social Services

Plays an important role in support for housing, costs of living, social benefits, rights, outreach programs, and rehabilitation after treatment.

Municipal Healthcare

Has many services on treatment, harm reduction, emergency room, therapy

Specialized Healthcare

Hospitals and private actors such as Blå Kors offer emergency care, detox and treatment possibilities.

Service Observations

I have had visits and investigations into several services within drug care in Norway to understand users and their experiences.



24/7 by Kirkens Bymisjon. Didn't allow tours due to sensitivity. Offers shower, a chair to relax in, light meals, access to doctor and social support in downtown Oslo. Photo: Kirkens Bymisjon



Visit with a nurse in low-threshold outreach program Sykepleie På Hjul. Offers sterile injection equipment, wound/hep-c treatment and counseling from a van driven around Oslo.



Strax-Huset Bergen. A municipal harm reduction service which I had phone contact with to compare with Oslo's injection room experience. Photo: Bergen Kommune



- Social worker, Aktivitetshuset Prindsen by Kirkens Bymisjon

Prindsen Mottakssenter

In the following I will go deeper into the understanding of Prindsen Mottakssenter which became an important source of input and understanding of the field

Prindsen Mottakssenter

Prindsen Mottakssenter is a low-threshold municipal harm reduction centre for persons with high-risk addiction challenges in Oslo. I had a tour and a talk there.

This was the first service i visited. I felt this was something interesting to explore. A place where drug use is allowed and monitored by the state is a special place. What kind of experiences would happen here? I met with a social worker and got a guided tour while noting down the service experiences.

”The needle room”

The center is often called the needle room due to one core offering where it allows one user dose of drugs to be injected under supervision and guidance in a clean environment. The

users of the service have exemption from the law that prohibits the use of heroin, amphetamin etc. There is over 3000 registered users at Prindsen Mottakssenter with around 100 injections a day. There are 8 desks available, but only 6 in use due to the need of space in case of an overdose.

More than injections

Prindsen offers a safe injection site with a waiting room, injection room and observation room. They also have a health clinic - known as ”feltpleien” where doctors and nurses deals with drug related complications such as abscesses and wounds. The infectious problems of injecting drugs is assesed and treated in the Hep-C clinic. One whole floor is reserved for 1-5 days of emergency housing that can be assigned from NAV or the municipal

emergency room. From the street level there is a hatch for handing out user equipment. There is also a possiblity to get social counseling .

Low-threshold

The idea is to be a low-threshold through easy access without the need for referrals. The service is also a measure to screen society from drug use and litter.

Siloed

It can be described as a siloed service, where each offering has its own entrance and exit. The main focus is to reduce harms related to high-risk drug use through healthcare, advising and social support.



Oslo kommune
Velferdsetaten

Prindsen mottakssenter

HAUSMANNSGATE 11

← Feltpleien

Man- fre 0900 - 200

Lør-søn ~~10.00 - 18.00~~
10.30 - 16.30

Sprøyterommet →

Man- fre 0900 - 2130

Lør-søn ~~10.00 - 16.00~~
10.30 - 16.30

Syklér skal ikke
parkeres inne
på gården!

Prindsen Mottakssenter



Photo: Nina Hansen / Dagbladet

Injection Room

Supervised by nurses who can assist with guidance and suggestions, but not do the injection itself. There is a goal of teaching the user a more responsible injection conduct. In the case of overdose you will receive immediate help with the antidote *nalokson*. Users of the injection room, must be registered. They can be anonymous, but it needs to be established that the person belongs to Oslo, is over 18 years and has a high-risk injection conduct with addiction.



Equipment Handout

The street level hatch hands out injection tools, needle collection pucks, foil to smoke drugs with, condoms and lube. They give out more than 1 million syringes a year and around 400 thousand needles are returned for safe disposal. All handouts are written down on a piece of paper for statistics.



«We don't like having to talk to people through hatches. We would rather like to have dignified conversations with our users face to face and give them more help»
- Social worker, Prindsen Mottakssenter

Smittesikring

Smittevern

Man fre 0900 - 2200

Lør-søn ~~1000 - 1800~~

10.30 - 17.00

11456



Prindsen Mottakssenter

User Folder

A user folder is received after registering at Prindsen. For each injection, the user needs to fill in type of substance, amount and when the last injection was. A user number is assigned to the user for anonymity. This means that you report yourself to the waiting room as a number everytime you want to do an injection to receive your user folder.

This was a touchpoint I reacted to, being a major part of the user experience. A piece of paper in a folder with an unattractive layout where you are represented as a number doesnt shine dignity. Being welcomed with this to receive help seems to just reflect the bleakness of a tiresome drug life.

Using pen and paper is manual and it is ineffective for the service provider to store all user folders.

The image shows a clipboard with three identical forms attached. Each form is a user folder for Prindsen Mottakssenter. The forms are filled out with the following information:

- Fornavn:** (Blank)
- Brukernummer:** 42
- Plass:** (Blank)
- Dato:** ____-____-2019
- Mobil lydløs?** (Blank)
- Inn kl:** Hva skal du innta og hvilken mengde?
- Ut kl:** (Om opiat) Når sist?
- STAS:** Andre rusmidler/medisiner?
- KOMMENTAR:** (Blank)
- OD KL:** påvirket svært påvirket

The forms are arranged vertically on the clipboard, and the user number '42' is written in blue ink in the top right corner of the top form.

Prindsen Mottakssenter Registration & Injection

Before

During

1

Feel the need for drugs

2

Seek drug provider

3

Seek safe consumption

4

Meet a barred gate

5

Ring bell and express wish to use service

6

Meet employee at a hatch

7

Go to private room

8

Talk about personal situation

9

Evaluate if user is within target group

10

Receive user folder and fill in what type of injection



User folder

After

11

Present drug

12

Get queue number and wait

13

Turn off phone and enter injection room

14

Deliver user folder to reception and receive injection tools

15

Wash hands

16

Inject at desk with supervision

17

Enter relax room

18

Exit to the street



Injection tools



Injection desks

Prindsen Mottakssenter - Surroundings





... guiding statements...

«Prindsen Mottakssenter is an **important place** in a bad location. You shouldn't just be fed syringes through a hatch. Allow people to come in and be taken care of. It should be more of a day center with more offerings done in a **welcoming and human way**»

Arild Knutsen Foreningen Human Narkotikapolitikk

«Resources should be **reallocated away** from law enforcement and repressive policies towards proven public health policies of harm reduction and treatment, with governments ensuring that these services are **fully resourced** to meet the requirements »

London School of Economics Economics Review 2103/14

«It should be easier for the users to find **the right service**. It should be **one door in**, and one contact person. The users shouldn't need to have control over all the different municipal offices and services themselves »

Tone Tellevik Dahl City Council for Elderly, Healthcare

Harm Reduction Approach

Since the 1980s harm reduction has been an approach in Europe. It is mainly delivered through drug consumption facilities such as Prindsen Mottakssenter.

Harm reduction is a philosophy and set of practices that acknowledge that substance use is a part of life. It aims to reduce the harmful effects of substance use, rather than simply ignoring or condemning it.

Harm reduction centers started appearing in the 80s due to HIV-epidemics caused by sharing and usage of unclean injection equipment.

Harm reduction is a scientific response to the dangers of injection drugs. Delivery of sterile injection equipment significantly reduce the chances of getting infections such as HIV and Hepatitis C.

When harm reduction is delivered through physical centers, this works as a way to deal with open drug scenes we

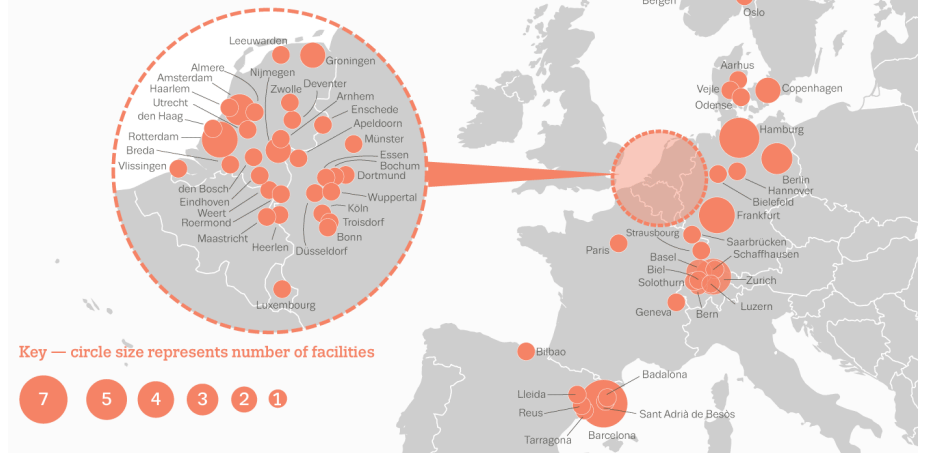
often see in parks of major cities. The litter of needles is a public hazard that we need to take care of.

Screening society from open drug use could also be seen as a measure of reducing the stigma that users can experience.

Harm reduction has a focus on teaching a safer injection conduct and campaigns on switching over to smoking substances which is less harmful.

Bringing the users into a community of care can be helpful to show them health promotion and assist with other necessities of a high-risk drug life.

Location and number of drug consumption facilities throughout Europe, 2017



Source: EMCCDA



World's largest safe injection site H17 in Copenhagen
Photo: Renover Denmark

Defining

Main findings
General Design Brief
Design Focus Prindsen

Main Findings

General

There is a big service landscape which is hard for a person with addiction challenges to navigate within.

Life is often experienced as undignified and policies has caused a distrust with the public apparatus.

They are often in need of all human basics such as food, housing, clothing, activity and healthcare.

Prindsen Mottakssenter Specific

It's a place behind bars, several doors and hatches which can be experienced as uninviting.

The service is siloed, meaning that the different offerings have their own doorbell, entry and exit. Most of the offerings are of a clinical nature.

Use of some service experiences is done with old fashioned pen and paper. The injection experience could seem to be quite gloomy through its journey.

Capacity is a problem and they have to reject anyone who wants to inject if there is an overdose ongoing.

It is named with a very technical term "Mottakssenter" which is also a name for refugee services.

General Design Brief

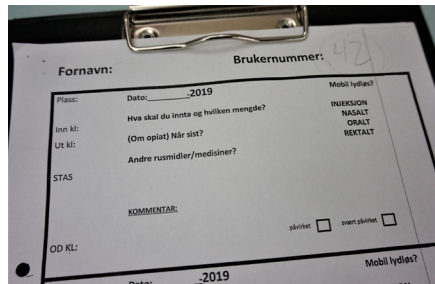
“ Create a more consistent,
comprehensive and **user-centered**
public service offering for persons with
addiction challenges “

Design Focus Prindsen

Prindsen Mottakssenter was an obvious place to innovate with and within, since it was situated in Oslo with complex challenges. Prindsen has an important mission that had a need for rethinking their service from a user experience point of view. I will therefore use the findings of Prindsen as a basis, but also zoom out to create a consistent and comprehensive national public service as formulated in my brief.

User Folder

I will focus on the user folder which is a touchpoint that needs attention.



The image shows a medical form on a clipboard. The form is titled "Brukernummer: 42". It contains several fields for patient information and medical history. The fields are:

- Fornavn: (First name)
- Brukernummer: 42 (User number)
- Dato: -2019 (Date)
- Mobil lydigst? (Mobile phone number)
- Pluss: (Plus)
- Hva skal du inni og hvilken mengde? (What should you take and how much?)
- INJEKSJON (Injection)
- Inn kt: (Inlet)
- (Om opiat) Når sist? (If opiate) When last?
- NASALT (Nasal)
- Ut kt: (Outlet)
- Andre rusmidler/medisiner? (Other drugs/medicines?)
- ORALT (Oral)
- STAS (Stop)
- KOMMENTAR: (Comment)
- OD KL: (OD KL)
- sårhet (pain) (pain)
- Mobil lydigst? (Mobile phone number)
- Dato: -2019 (Date)

Safe Injection

I will look at the whole user journey of doing an injection.





LOT
GULD
ALC. 5% VOL

Ideating

Service Language

Service Values

Service Offerings

Service Identity

Service Identity

Service Architecture

Service Touchpoint

Service Language

Veien Videre Neste Steg Bedre leving GoodHood Sirkus Støtte
Overkomme Opp og Fram Luft under Vingen God Stemning Trygge
Rammer Framrus Støtter Deg Mye Mulig Alt OK Alt er mulig Opp
Ned og Frem Rett inn og ut Bare Hyggelig OK Frem Velkommen
Driv og Dank LY Sammen Videre OK Sunnhetsrom Rom for Rus
Trygge Hender Kom Inn Klippen Sammen Fram Kilden For Hver
Dag Sammen Hver dag som går Neste skritt Hver dag for deg
Bedre liv Kom inn Gro Støtte vei Blomstre Du kan Ressurs Senter
OK senter Gro senter Ly senter Veksthus Grep Senter Hver dag
Trygg senter Gi senter Driv senter Driv rommet Driv bro Bro
senteret Driv stasjon Verdig senteret Verdi Bekken Oase Lysegrønn
Lønneskogen Landet Jordet Sirius Andromeda Orion Pluto Luna

Et godt sted å være Et lunt sted å være Et trygt sted å være
Et bedre liv En bedre hverdag Et støttende sted
Bedre hverdager med rus Bedre dager Mot lysere dager
Tar vare på Lysere dager

Brainstorming a suitable Service Name, Brand Promise and Slogan

I chose the name Luna as the name for the whole service. Luna is the Latin name for the moon, a metaphor of light in the darkness and an object that can be viewed as warm and enlightening. In Norwegian Luna also relates to the word “lun” which means safe, protected and warm. The name has the euphonious consonants l and n. It is short and easy to remember. Slogan selected to be “for lysere dager”(eng. ”for brighter days”) expressing the aspirations of the new service.



Photos - Unsplash.com

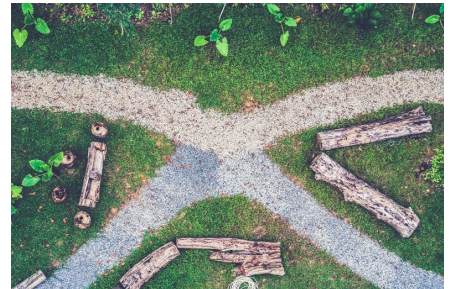
Service Values



Brainstorming and mapping relevant feelings and values for the new service

Open & Tolerant - Supportive & Responsible

Values in a dualistic relationship that I found fitting to a service doing drug harm reduction and comprehensive care.



Exploring values trough images

Photos - Unsplash.com

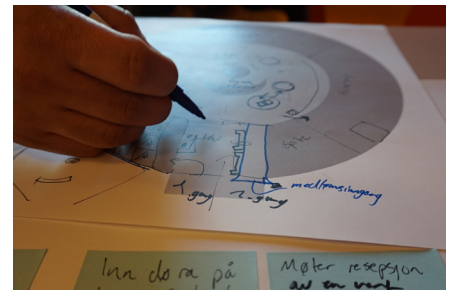
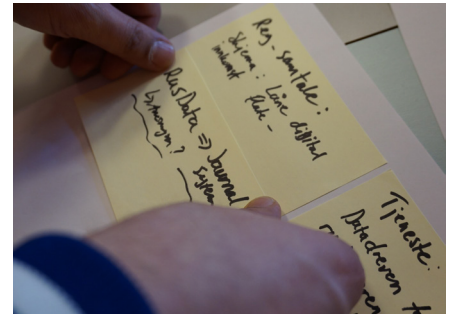
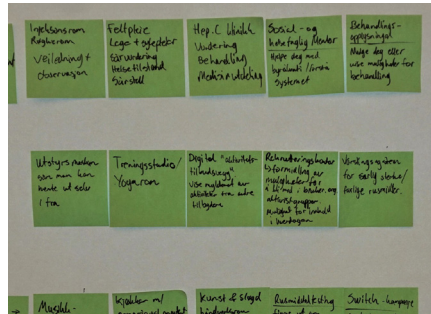
Service Offerings



Ideating service offerings with entrepreneurs from Diffia AS

Healthcare, Social Support, Nutrition, Activity and Rest

Five categories of needs were chosen and offerings within were brainstormed and mapped out further.



Workshop ideating offerings

Service Offerings

Luna Bistro Luna Restaurant **Luna Spise** Luna Ernæring
Luna Legesenter Luna Medisinering **Luna Helse** Luna Helsehjelp
Luna Hostel **Luna Sove** Luna Overnatting Luna Hotell
Luna Informering Luna Informasjon Luna Lære **Luna Støtte**
Luna Gjøre **Luna Aktiv** Luna Aktivisering Luna Skape

Sunn Mat Spise Sunt Godt Kosthold God Ernæring
God Seng God Hvile Hvile Godt **Bedre Hvile**
Trygg Medisinering Sikker Medisinering
Meningsfullt Arbeid Meningsfullt Aktivitet **Rikere Hverdag**
Alle rettigheter **Bedre Borger**

Ideating names and slogan for service offerings to fit within the service language and values



Ideating service offering identity

Service Identity

Luna Luna Senteret Luna Senteret Luna *Luna* Luna Luna Luna Luna Luna Senteret

Luna Senteret Luna Luna Luna Luna Luna Luna Luna



Developing and ideating on logo expression to fit within Luna's identity

Service Architecture

**Atrium
Visibility**



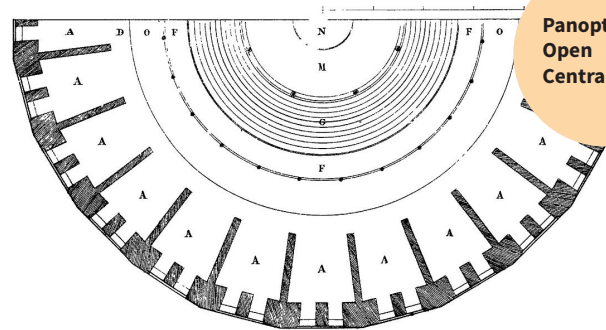
Photo - Horten VGS Link Arkitektur

**Open
Central**



Photo - Casa Kwantes / MVRDV

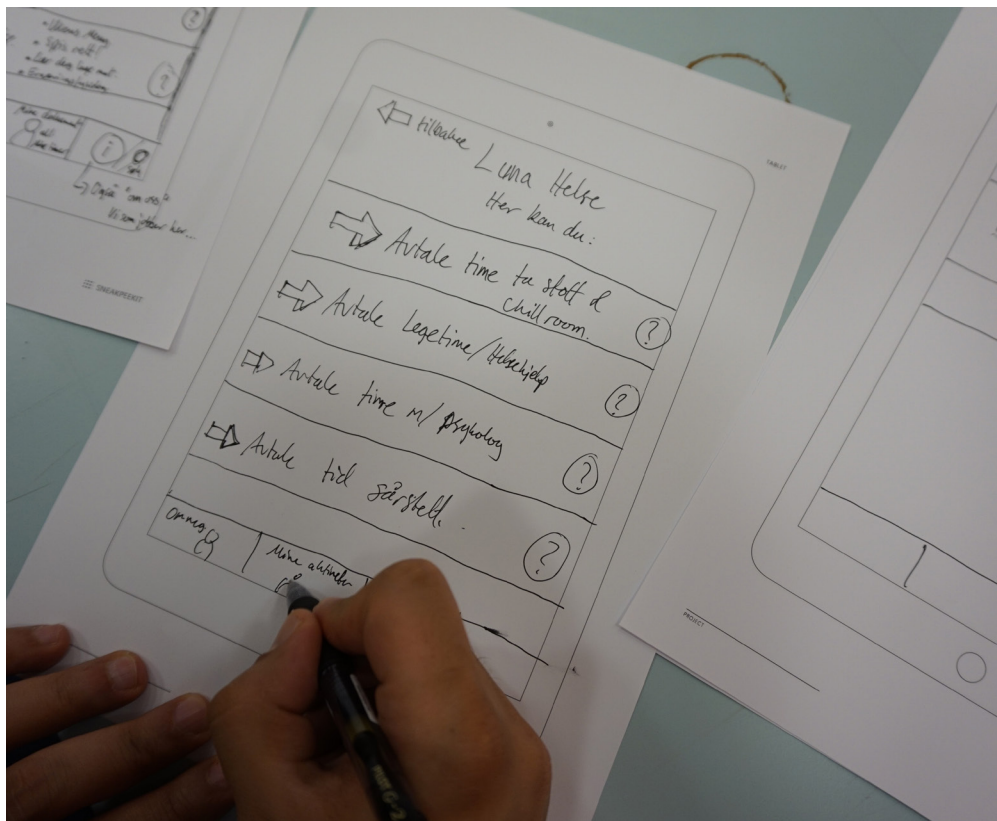
**Panopticon
Open
Central**



Exploring ideas on architectural look and feel

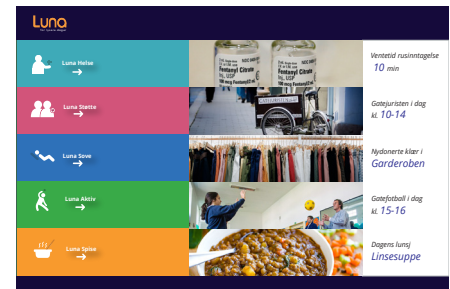
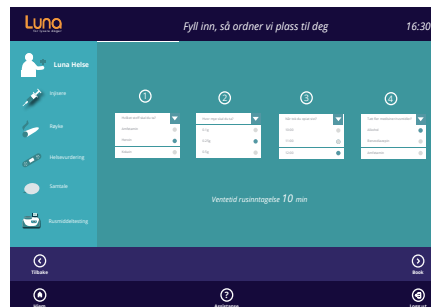
Photo - Wikipedia

Service Touchpoint



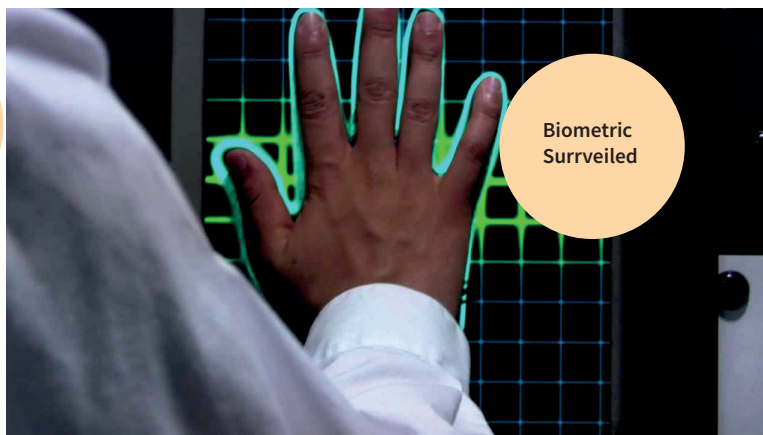
Ideating a digital version of today's "user folder" with entrepreneurs from Diffia AS.

Ideating on a new “user folder” (digital booking for injections) made us go further and think of a whole portal that could be a tool for several features of the service. News, information and notifications.



Ideating wireframes for a Luna Portal

Service Touchpoint



Exploring characteristics of tools to access service features



Visible
Familiar



Technical
Vague

Exploring characteristics of ways to deliver user equipment and tools

Designing

Design Proposal

Service Language

Service Values

Service Identity

Service Architecture

Service Offerings & Structure

Service Actors

Service Touchpoints

Service Journeys

Concept Feedback

Design Proposal

Introduction

After **Understanding**(see chapter Understanding) the challenges in today's harm reduction centers I formulated a **Brief**(see chapter Defining) ” Design a more consistent, comprehensive and user-centered public service offering for persons with addiction challenges ”

Design proposal

My design proposal is a vision for a new public service, **Luna**, which can serve as national harm reduction centers.

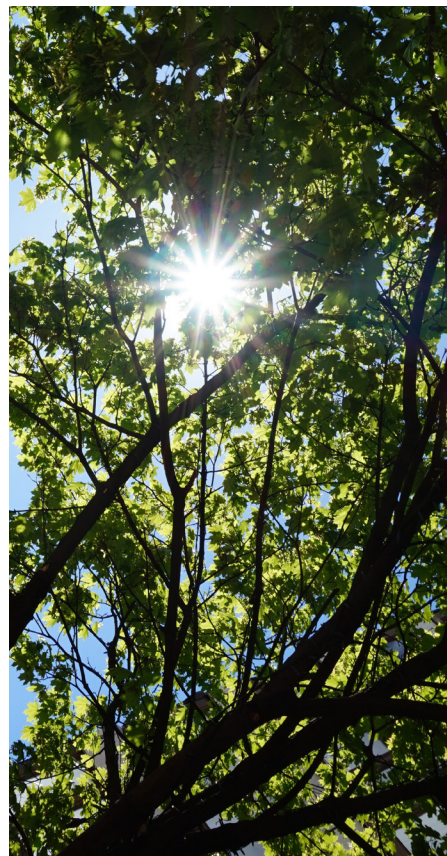
Luna is a new and holistic approach to the user's needs and an attitude towards drug care. It includes a language, a set of values and offerings, service structure, identity and new ways of delivering public drug related services.

With Luna I want to evoke new feelings in the service receivers through the

service experience. Renaming the service is one step towards those new feelings.

At Luna, the members(service receivers) can get a more comprehensive care package when living a high-risk drug life. A person with high-risk addiction needs more than just healthcare, that means help with nutrition, hygiene, social inclusion and other aspects that relates to human well-being. The meeting with the public apparatus should not just be about pathology and addiction, but all of life itself with a high degree of dignity.

Luna aims to reduce bureaucracy in the life of its members by gathering essential offerings in a single center with low threshold. In this environment you are met by people but also technology that can ease user experience and workflow.



Luna

for lysere dager



Service Language

Language is an important part of Luna. The way we talk about people with addiction challenges and how their services are presented is highly relevant for the experience of them.

Exclude Stigmatism

It's not a language of the service provider. It's a common everyday tone which is free from highly pathological medical terms to exclude a stigmatizing power language.

Activity Focus

The language at Luna is more focused on the activities we all do in our everyday life. This means steering away from technical terms such as "Mottakssenter" and moving into a more visionary and common language such as Luna expresses.

Examples

Instead of "Emergency Housing"(Akuttovernatting) we call it "Sleep"(Sove). Instead of "Cantina" we call it "Eat"(Spise) , focusing on the everyday activities which are a basis of living.



“Sove...”

“Spise...”

Service Values

Open

Receptive and acknowledging to diversity. Non-judgemental, respectful and accepting of differences. Transparent and sharing environment.

&

Tolerant

Accepting and acknowledging a behavior which is unhealthy and in opposition to society's norms.

Supportive

Giving help and encouragement for diverse needs in diverse situations.

&

Responsible

A mutual understanding of the different roles, duties and responsibilities.

Service Identity



Logo



Primary colors



Secondary colors

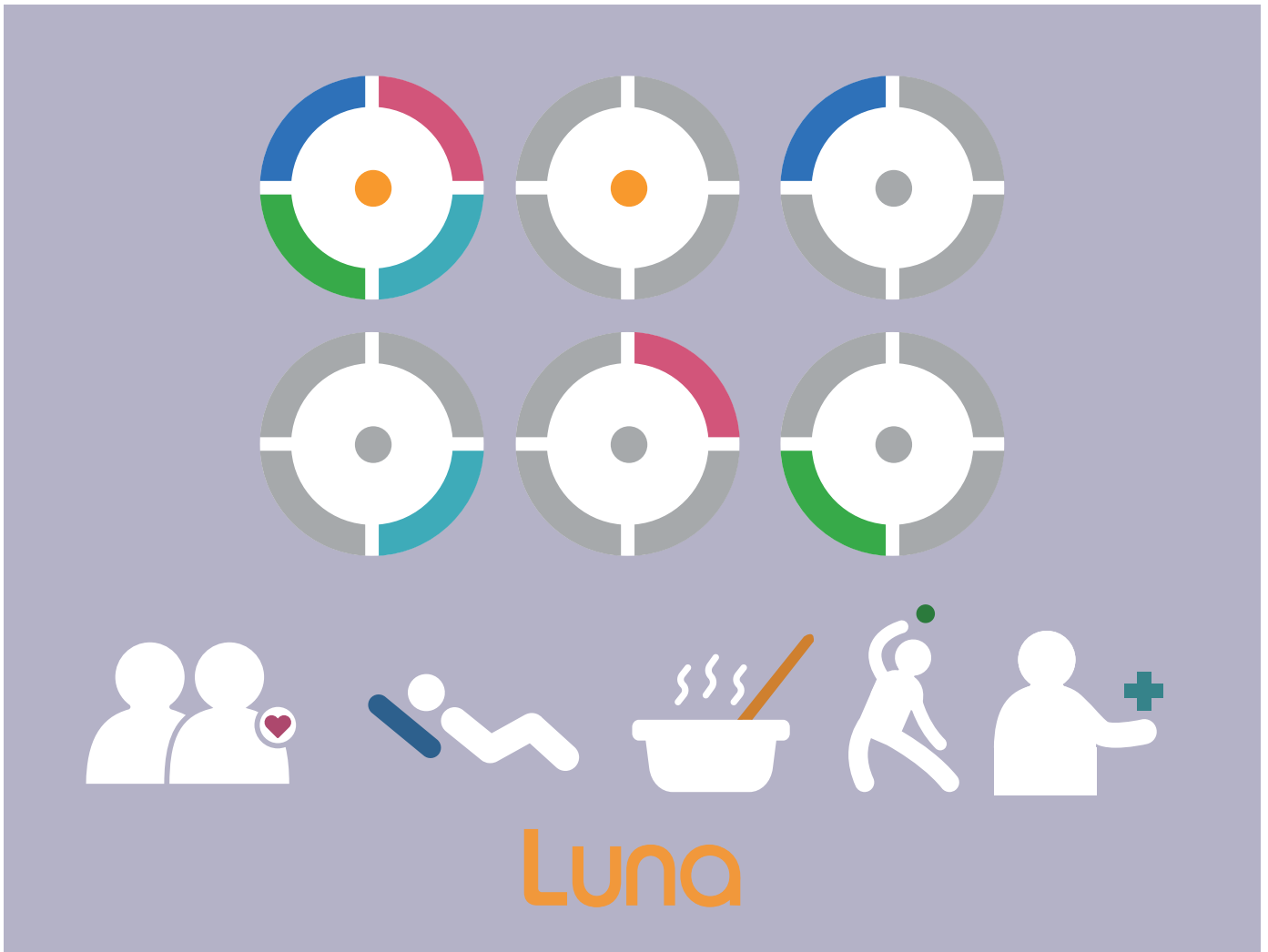
The name comes from the latin word for moon which can be viewed as warm & enlightening.
Luna is reshaped from Sofia Pro font. Constructed to be soft and rounded. Buzzline placed to balance capital l.

Orange color expressing warmth, optimism and attention. Purple expressing richness, but also used as a contrast to give a feeling of light in the darkness

Bright colors illustrating liveliness and variety with high visibility.

Sofia Pro 123 Sofia Pro 123 Sofia Pro 123

Typography



Graphical elements

Service Architecture

A quality of Luna is to show members the range of offerings with high visibility. The abstract physical architecture is suggested to be based on a single floorplan.

Open

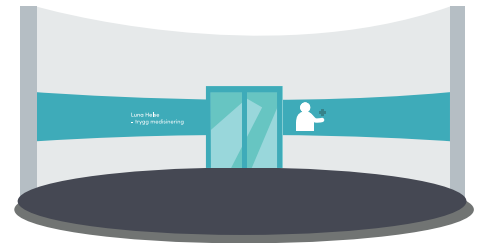
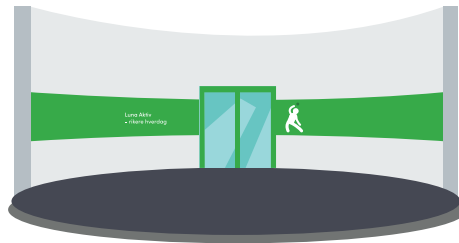
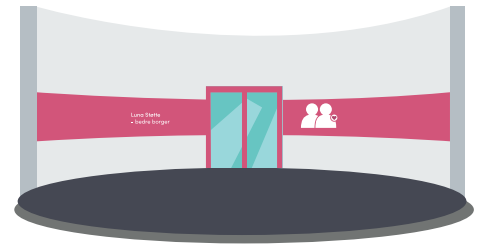
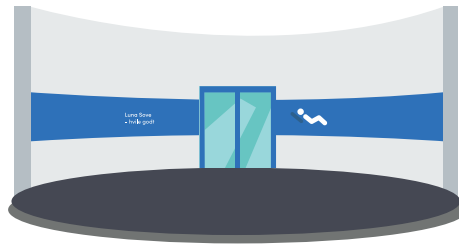
Luna is to be experienced as a more open place without silos. No bars, no hatches. But rather one open door to express the service values.

Atrium

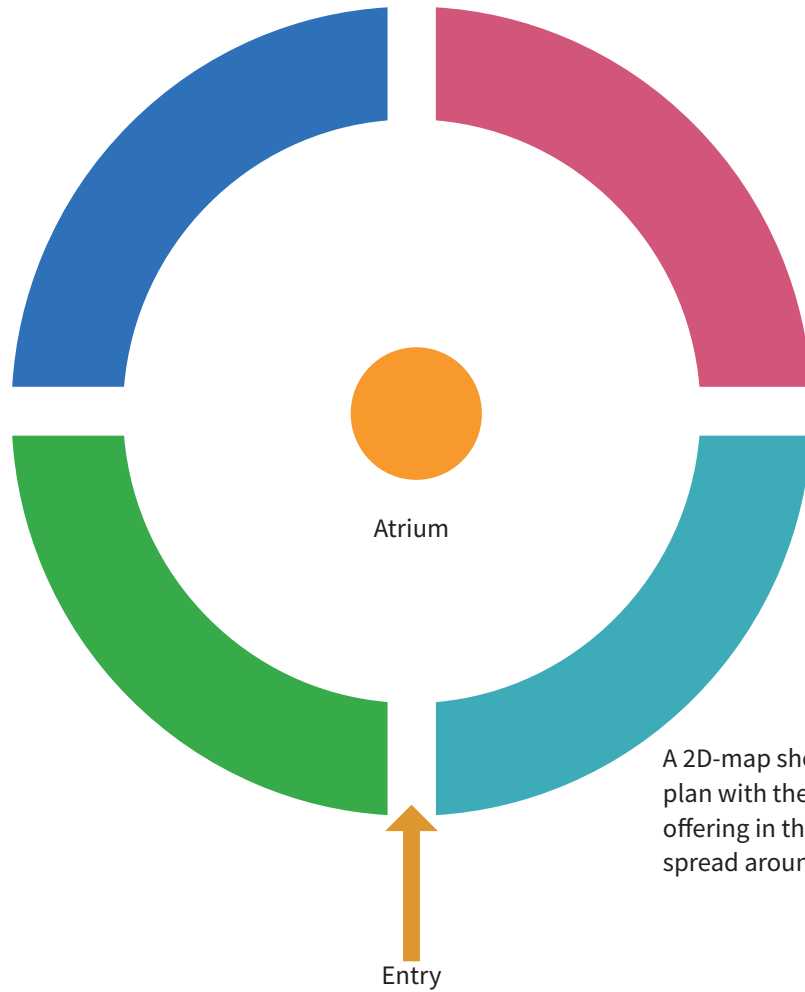
Upon entering, you walk into an atrium where you can sit down and easily navigate to each offering.

The Circle

A circle could be a suitable shape for the layout of Luna. It relates to the shape of the moon, the circle of life and victory.



A 3D-look at how the layout can be constructed to give high visibility of Lunas different offerings.

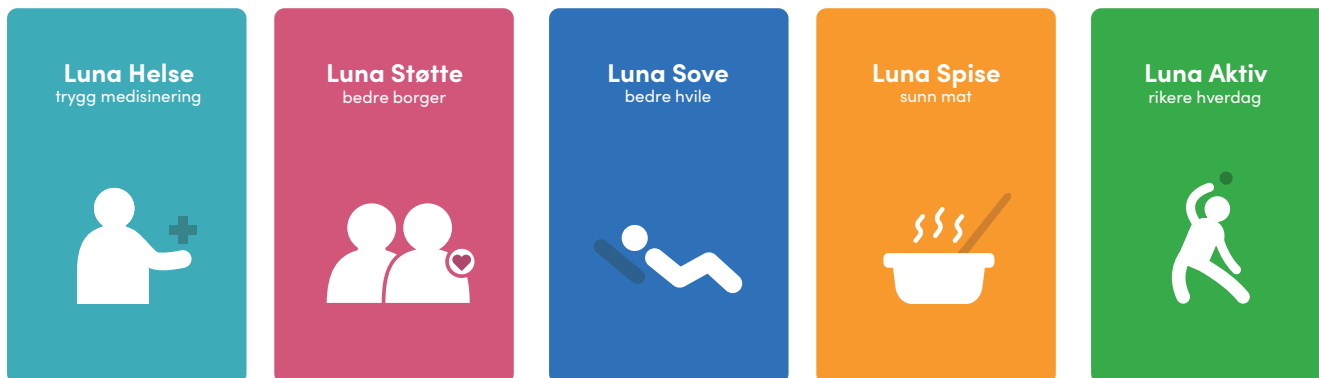


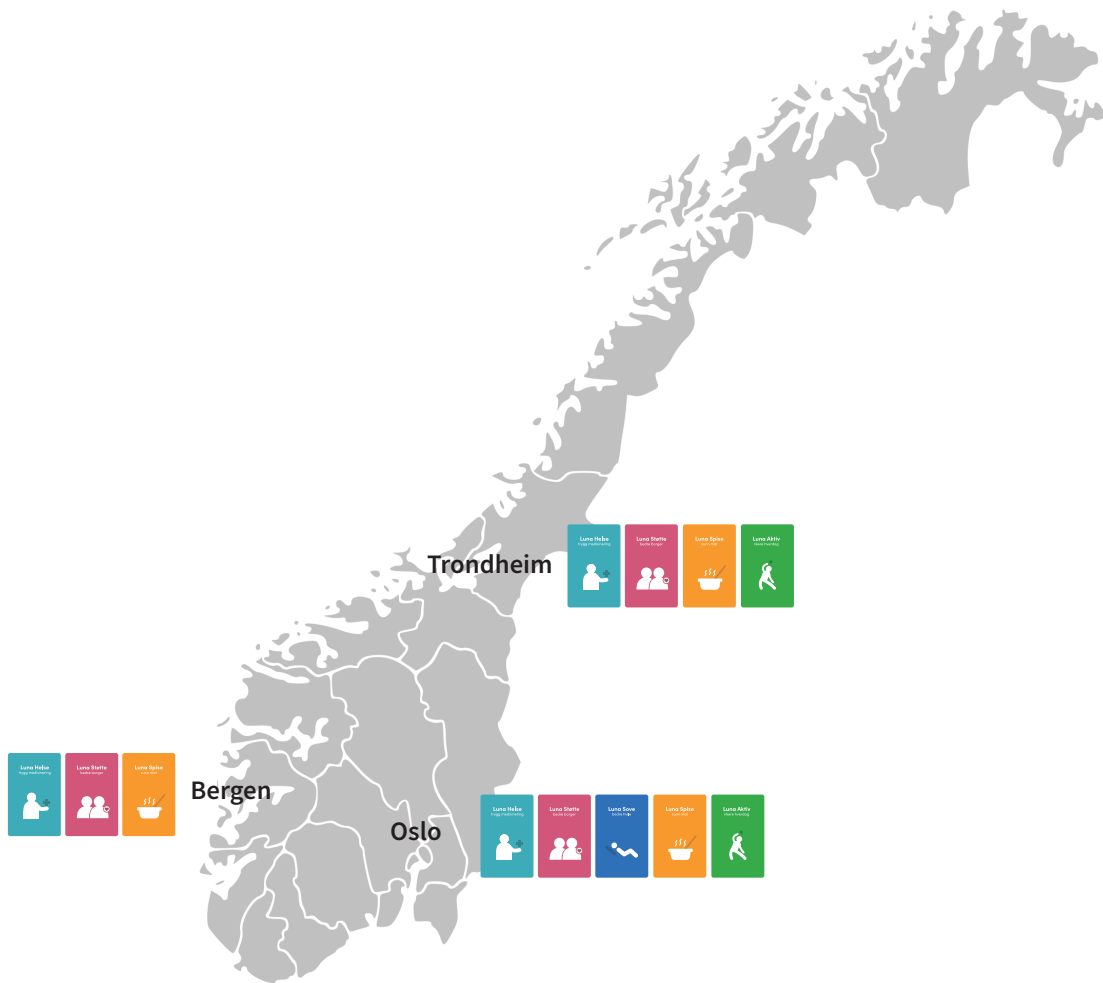
A 2D-map showing a circular floor plan with the atrium upon entry. One offering in the middle and the rest spread around the periphery.

Service Offerings & Structure

Luna is a holistic approach to the user's needs and an attitude towards drug care. This means taking care of all aspects of everyday life with reduced bureaucracy. Simplifying the meeting between high-risk drug users and the public services.

The service is based around the five segments; Luna Helse(Health), Støtte(Support), Sove(Sleep), Spise(Eat) and Aktiv(Active) which are explained more in detail in the next pages. The most comprehensive package should contain all these segments, but the idea is that each city will compile the offerings which fits their area the best. In Oslo for example, you probably will need all of them downtown, but not every segment in another city part. While in Trondheim there might not be the need for Luna Sove.





Service Offering - Luna Helse

Introduction

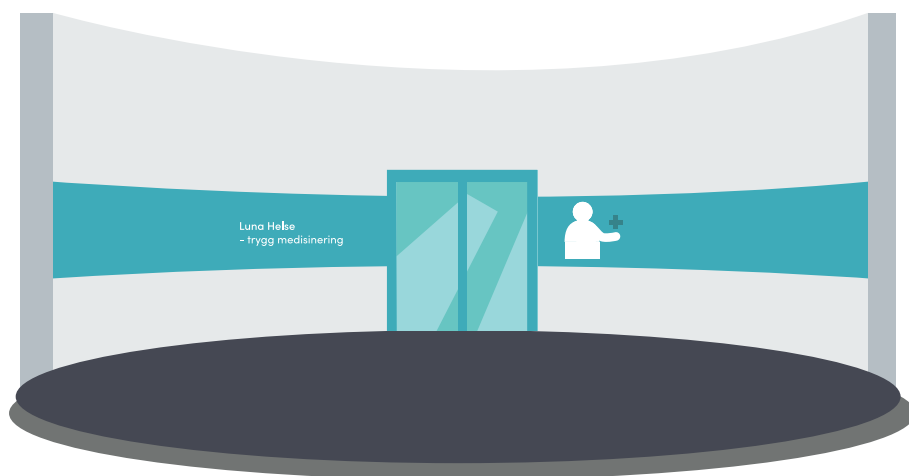
With better health choices, a lot of harm reduction can be achieved. Luna Helse seeks to give and teach a safer and healthier drug consumption through several health related offerings. If the drug use has caused damage, Luna Helse also seeks to treat those injuries.

Offerings

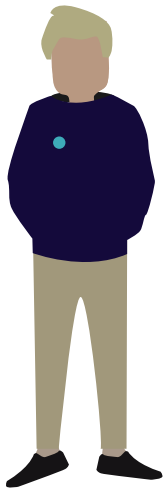
Drug Consumption Room
Drug Checking System
Harm Reduction Guidance
Health Clinic
Viral Clinic
Conversation Room

Actors

Nurses
Doctors
Therapists
Social Workers



"Å ruse seg tar på kropp og sjel. Vi ønsker å redusere dette mest mulig og har sykepleiere, leger og terapauter som tar seg av alt fra rusveiledning og sårstell til samtaler for å gi deg trygghet og en så god helse som mulig. I Luna Helsehjelp ligger mange kjente tilbud som rusinntagelsesrom, helseklinikk, samtalerom og virusklinikk."



1



2



3

Inspirational pictures for the desired expressions and user experience for Luna Helse.

Photo 1 - France Assos sante
Photo 2 - Rockwool - Herlev Hospital
Photo 3 - Kashaf Mahboob - Chandgaon Mosque

Service Offering - Luna Støtte

Introduction

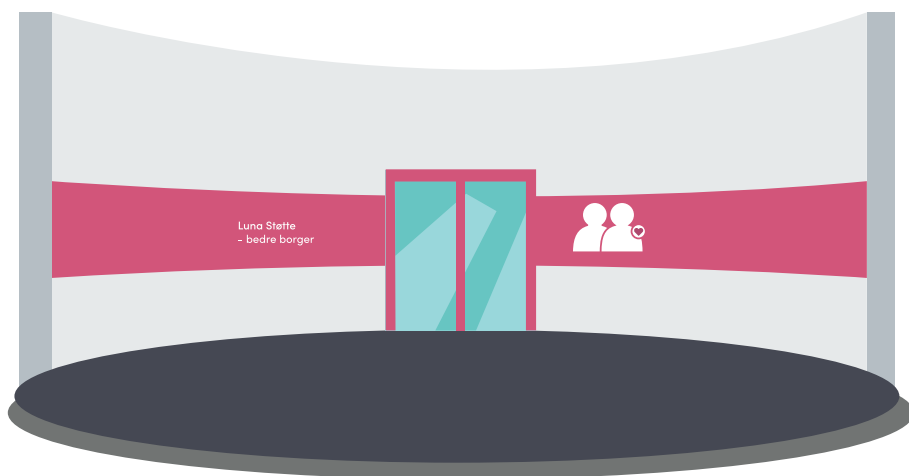
A member of society have rights, but they are not always easily understood and received. Luna Støtte enables onsite social support to ensure that rights are maintained in an environment that is private, safe and unbureaucratic.

Offerings

Social Rights Assistance
Treatment Guidance
Judicial Support

Actors

NAV-Experts
Treatment-Experts
Volunteer Lawyers



Det er ikke lett å møte det offentlige, kontakte riktige etater og fortelle din livshistorie for å få hjelp til å overleve i hverdagen. Vi har egne NAV-arbeidere på stedet, slik at du kan få den samfunnsstøtten du trenger og faktisk har krav på, men i andre omgivelser enn et offentlig kontor med mye trafikk. Om du tenker på behandling har vi eksperter som kan veilede og sette opp muligheter for dette og kanskje til og med et rusfritt liv.



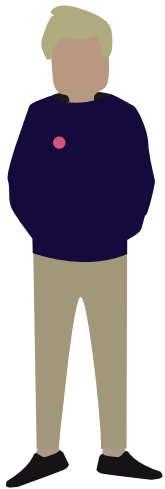
1



2



3



Inspirational pictures for the desired expressions and user experience for LunaStøtte

Photo 1 - Freepik
Photo 2 - Huffington Post
Photo 3 - Manko Design Cz

Service Offering - Luna Sove

Introduction

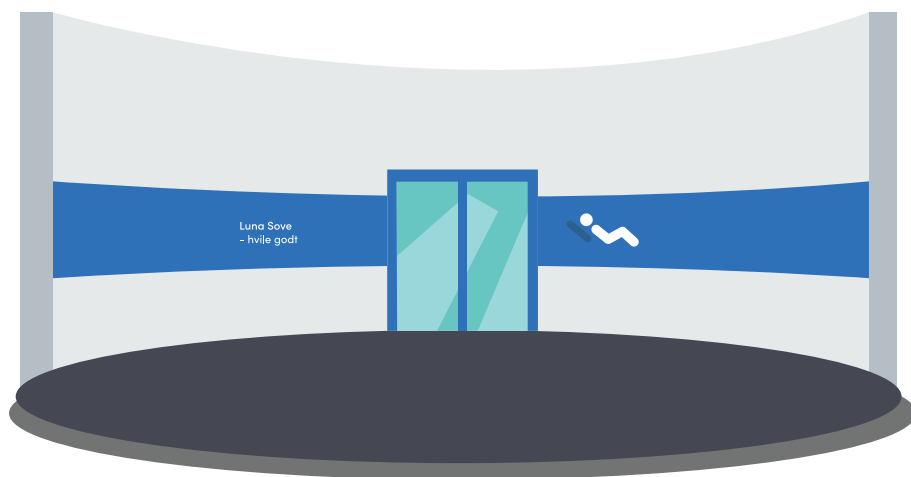
Basic necessities for a dignified everyday life is easy to forget and deprioritize in a high-risk drug life. Luna Sove wants to cover the need for a good rest, a clean body and clothes to feel fresh and acceptable.

Offerings

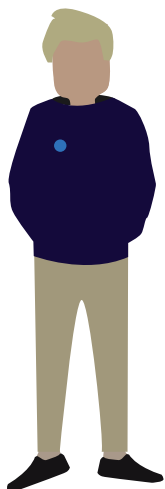
Short-term Bedrooms
Resting Chairs
Shower Rooms
Laundromat
Free Clothing

Actors

Social Workers
Volunteers



"Søvn og hygiene er viktig for et godt liv. Luna Sove tilbyr deg mulighet til å overnatte, når det ikke finnes andre tilbud for deg. Ønsker du bare å hvile litt, har vi flere lenestoler til det. Om du er hverken trøtt og sliten, finnes det også dusj og vaskemaskiner så du kan føle deg ren og fin. Du kan godt vaske klær selv, men vi kan også hjelpe til. Mangler du klær, så har vi en garderobe med donerte klær som du fritt kan velge fra."



1



2



3

Inspirational pictures for the desired expressions and user experience for Luna Sove

Photo 1 - Bartlomiej Senkowski Boom Architects
Photo 2 - Rockwool - Duy Hoang Unsplash
Photo 3 - Laundryland

Service Offering - Luna Spise

Introduction

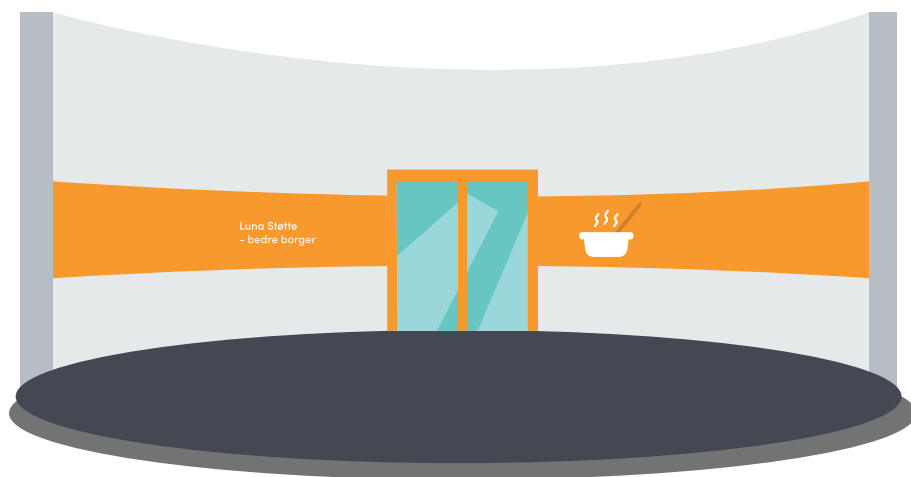
Luna Spise is a kitchen and a cafe with dining tables placed in the atrium of Luna. It encourages healthy eating and food mastery. It is also the waiting area of Luna where there is comfortable chairs with digital screens to access some service features.

Offerings

Meals and Beverages
Cooking Classes
Nutritional Guidance

Actors

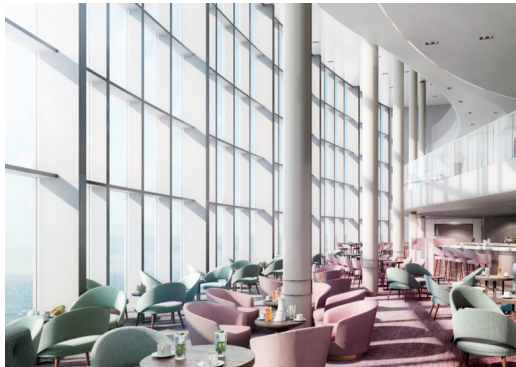
Nutritional Experts
Volunteers
Chefs



"Et godt kosthold er utrolig viktig for kropp og sjel, men å spise riktig er ofte vanskelig. Luna Spise er en kafé og et kjøkken hvor du kan ta en næringsdrikk, et rundstykke eller spise en god middag om det er det du vil. Mulighetene er mange, men sunn mat står i sentrum. Vi holder matlagingskurs, kosthold- og ernæringskurs og støtter personer i gaten med å dele ut mat vi har lagd sammen her. Hvis du kjører hardt har du kanskje problemer med å få noe i deg, da har vi iskrem, riskrem og annen mat som går."



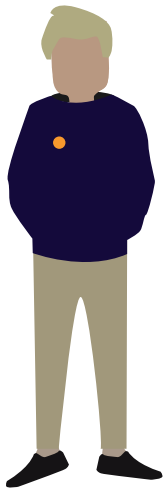
1



2



3



Inspirational pictures for the desired expressions and user experience for Luna Spise

Photo 1 - GodrejInterio
Photo 2 - P.O Cruises
Photo 3 - The Esmeralda Asheville

Service Offering - Luna Aktiv

Introduction

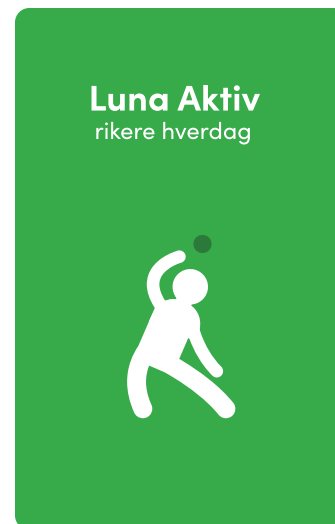
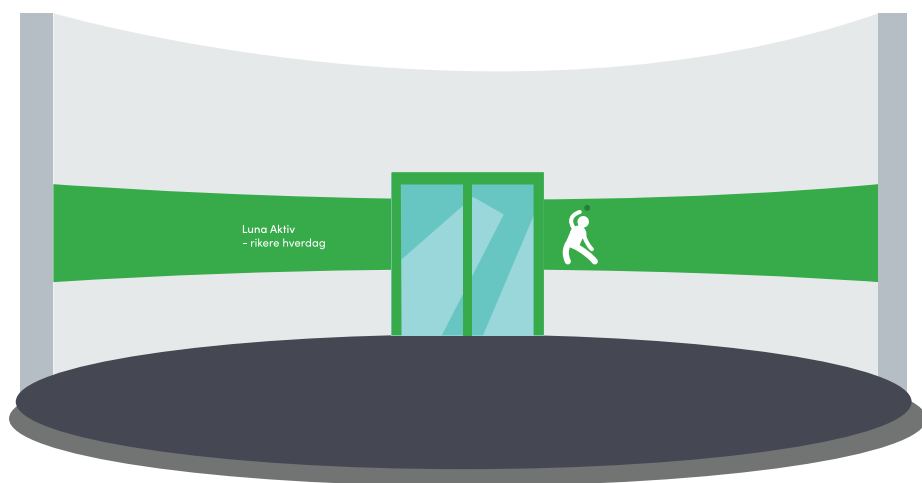
Luna Aktiv wants to motivate to social participation and physical exercise to gain a richer everyday . One day there is a yoga class with an instructor, while another day there could ball games with a football coach.

Offerings

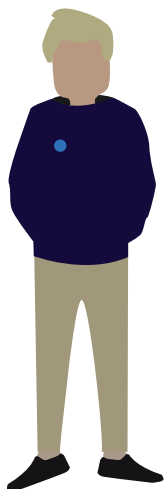
Job Guidance
Activity Rooms
Group and Individual Activities
External Activities Overview

Actors

Social Workers
Group Activity Instructors
Volunteers
Job Providers



” En rikere hverdag kan bety så mangt, men å fylle dagene med noe som gir mestring og glede er noe vi tror på. Du liker kanskje å male, noen liker å løfte vekter, mens andre liker spill. Derfor ønsker vi å gi et variert tilbud. Det betyr gruppeaktiviteter og individuelle aktiviteter hvor det hver uke er en ny plan for hva som vil skje på stedet. Vi formidler også aktivitetstilbud fra andre tjenester og noen dager kommer bedrifter på besøk for å dele jobbmuligheter med deg ”



1

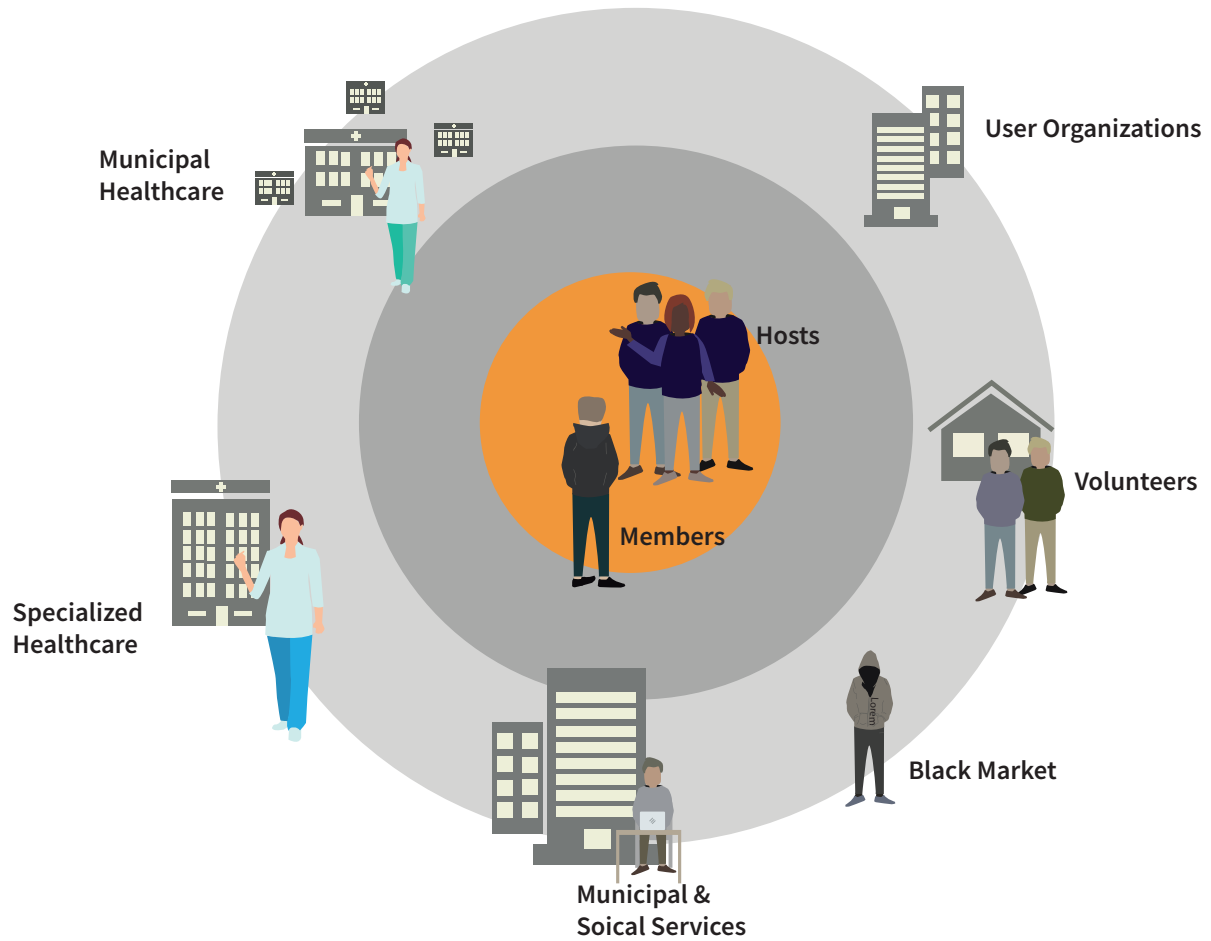


2

Inspirational pictures for the desired expressions and user experience for Luna Aktiv

Photo 1 - Chris Corday CBC News
Photo 2 - Rockfon

Service Actors



A team of hosts is the main role at Luna. Almost every role from nurse, social worker and activity provider will be called hosts . They are hosting the members of Luna to guide, assist, support and talk with them.



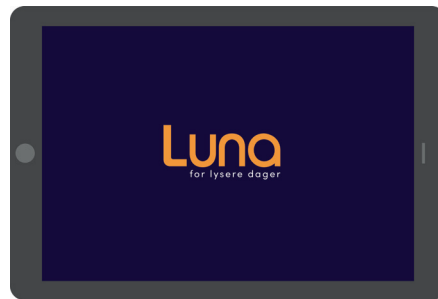
Hosts are wearing uniformed shirts and badges to make it immediately clear to the members that they are working at Luna and what their expertise is.

Service Touchpoints Overview

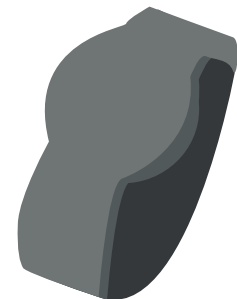
Here follows an overview of core touchpoints at Luna that will be presented in the next pages.



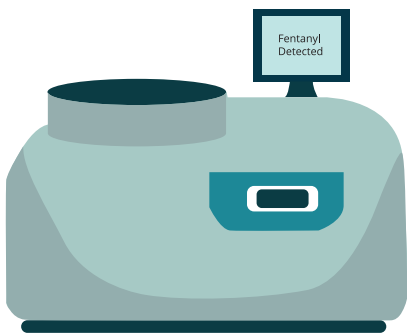
A Room



An Application



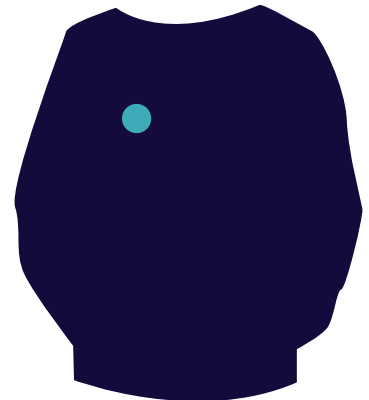
An Armband



A Drug Chekcing Machine



A Vending Machine



Host's Uniform & Badges

Luna Rooms

Conversation is what we humans do best. These rooms are private and relaxed environments for meaningful conversations between Luna Hosts and Members.



The Luna Rooms are contrasting environments to a messy and chaotic life. It has little physical content to avoid distraction and visual noise. It has soft armchairs that embrace you to give a feeling of safety and semi-transparent windows to the outside to avoid feeling trapped. A place for a respectful conversation that could be about becoming a member of Luna or a life, feelings and problems.

Luna Armband

A token of membership that works as a tool to access to service features, a notifier for bookings and a personal reminder of Luna - for brighter days.



I propose a rubber armband with built-in RFID, Vibration and LED to be given upon registering with Luna as a member. It is personal and can be used to login to the application, used for vending machines and accessing doors. For example after booking an injection the armband will vibrate when its your turn to enter. To maintain anonymity about the fact that the member is part of Luna it will not contain any brand identity.

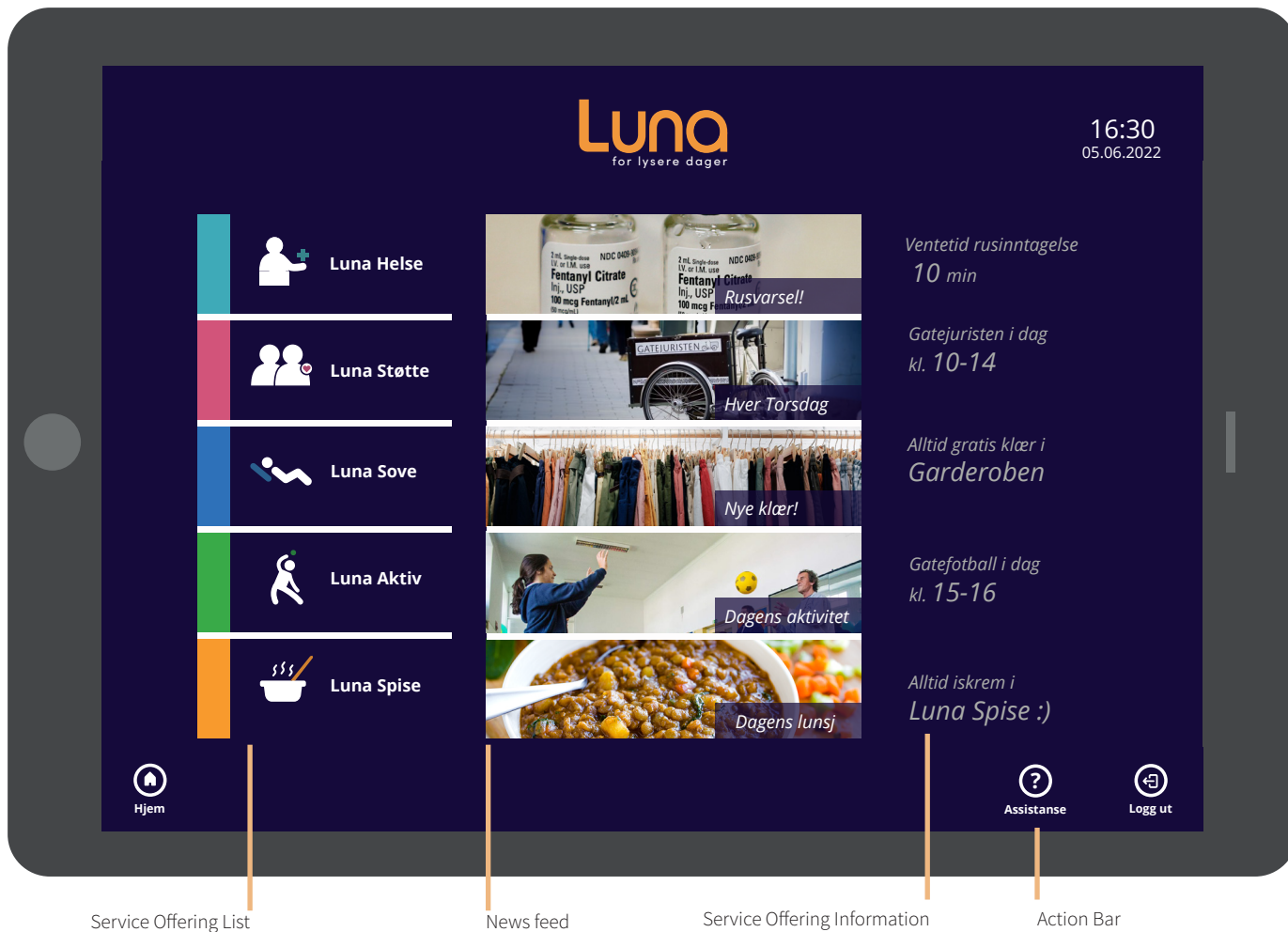
Luna Portal

An interactive touchpoint that enables use of service features giving agency and responsibility to the members.



The Portal is an application on digital screens in Luna Spise. It is an alternative experience of today's user folder with an aim to be more inviting. Members can book service offerings such as doing an injection or learn about the service offerings. It works in combination with the armband to log onto your profile and receive notifications from bookings. It's a digital tool that gives responsibility and mastery to the members. Going digital will also simplify service logistics and workflow away from the use of paper and storage.

Portal - Frontpage



Portal - Luna Sove

Luna
for lysere dager

16:30
05.06.2022

Luna Sove

Overnatte

Vaske klær

Dusje

Garderobe

Hjem

Assistanse

Logg ut

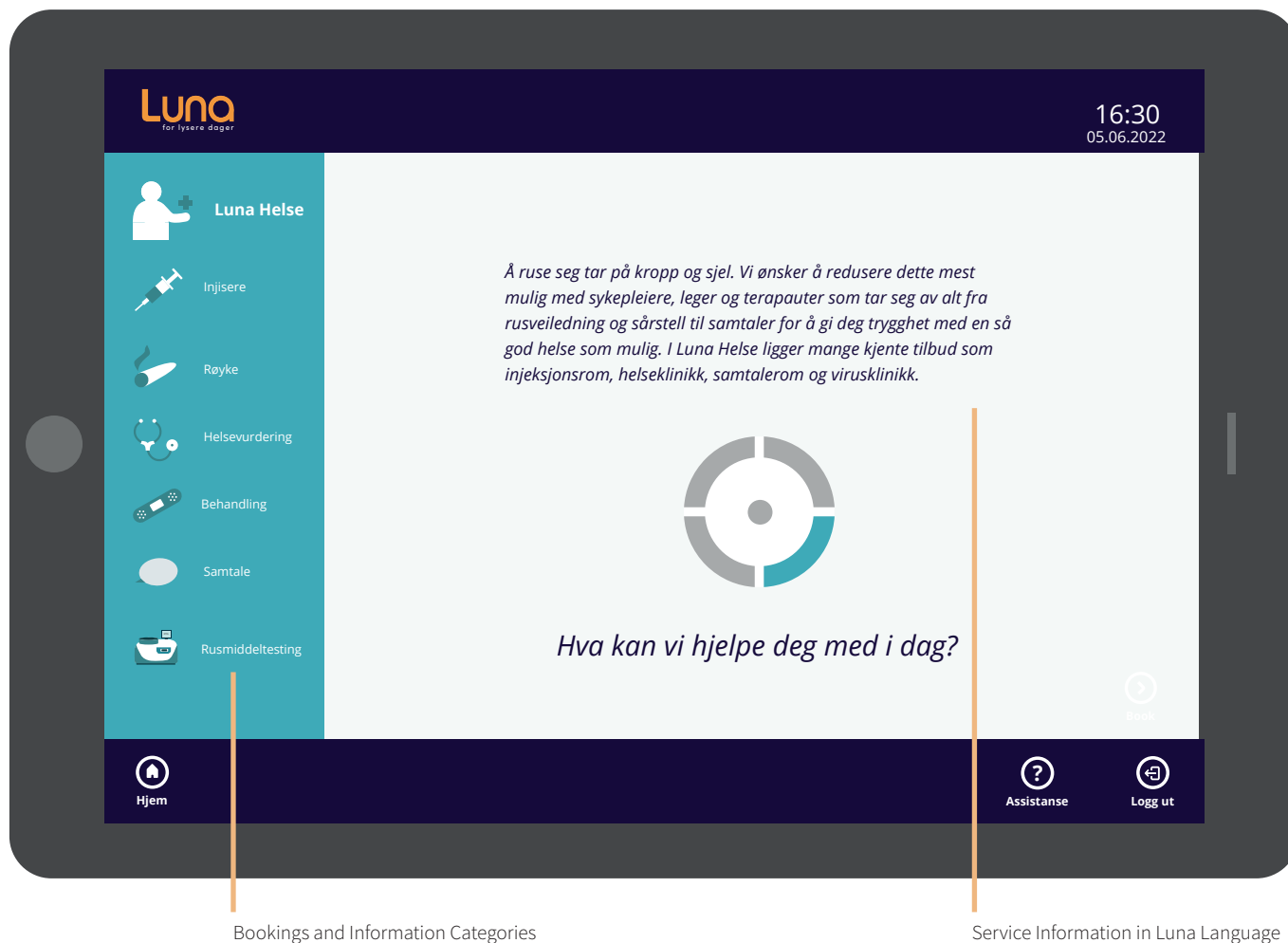
Søvn og hygiene er viktig for et godt liv. Luna Sove tilbyr deg mulighet til å overnatte, når det ikke finnes andre tilbud for deg. Ønsker du bare å hvile litt, har vi flere lenestoler til det. Om du er hverken trøtt og sliten, finnes det også dusj og vaskemaskiner så du kan føle deg ren og fin. Du kan godt vaske klær selv, men vi kan også hjelpe til. Mangler du klær, så har vi en garderobe med donerte klær som du fritt kan velge fra.

Hva kan vi hjelpe deg med i dag?

Bookings and Information Categories

Service Information in Luna Language

Portal - Luna Helse



The Portal - Injection

Luna
for lysere dager

16:30
05.06.2022

Luna Helse

Injisere

Velg hva du ønsker, så ordner vi plass til deg så snart som mulig!

Hvilket stoff skal du ta?

Amfetamin	<input type="radio"/>
Heroin	<input checked="" type="radio"/>
Kokain	<input type="radio"/>

Hvor mye skal du ta?

0.1g	<input type="radio"/>
0.25g	<input checked="" type="radio"/>
0.5g	<input type="radio"/>

Når tok du opiat sist?

10:00	<input type="radio"/>
11:00	<input type="radio"/>
12:00	<input checked="" type="radio"/>

Tatt andre medisiner/rusmidler?

Alkohol	<input type="radio"/>
Benzodiazepin	<input type="radio"/>
Amfetamin	<input type="radio"/>

Ventetid rusinntagelse 10 min

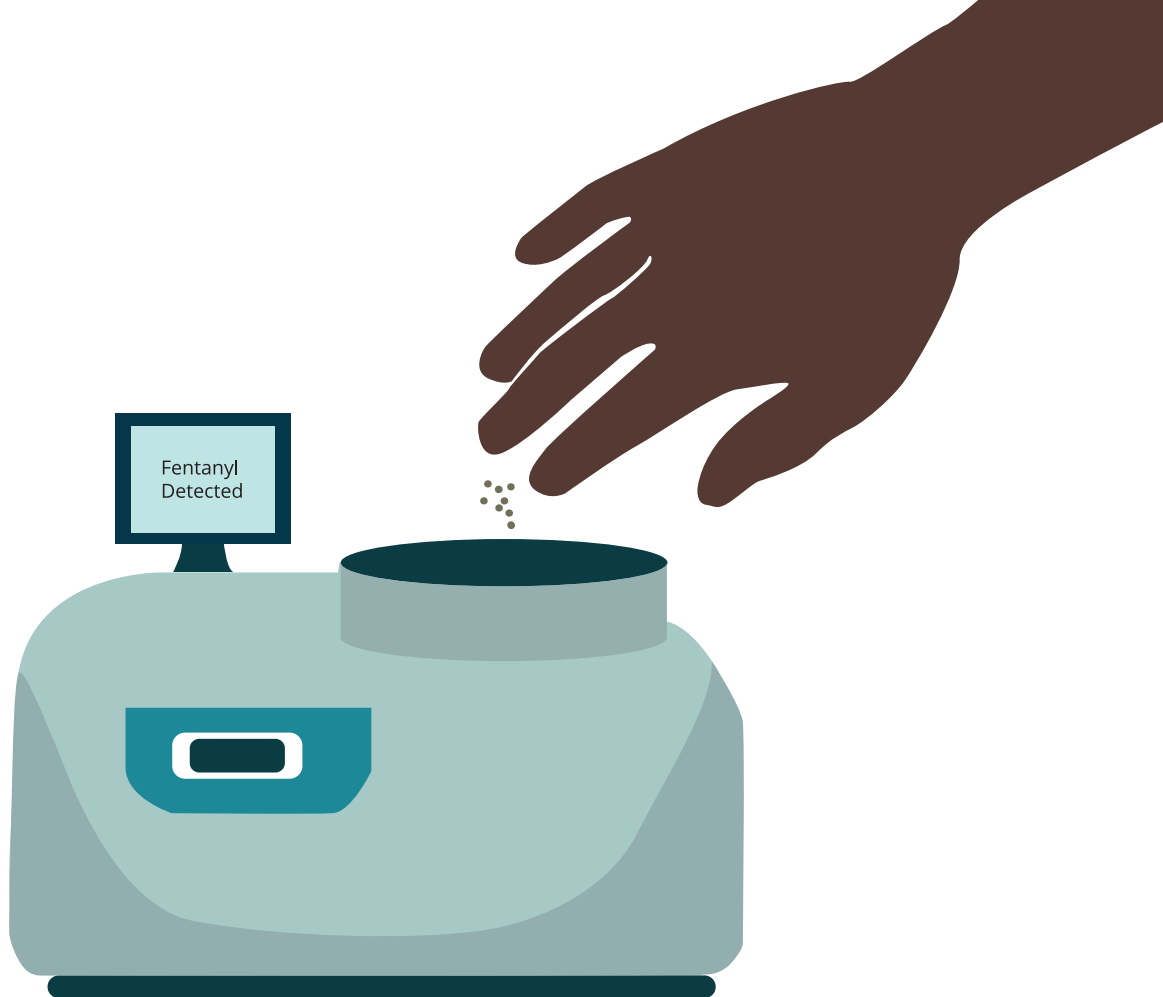
Tilbake OK Book

Hjem Assistanse Logg ut

Injection Booking Form

Luna Detect

A mass spectrometry machine enables drug checking which can detect if the drug is containing other substances than expected.



Checking your drug is a prerequisite for doing injections at Luna. In a few minutes the machine can show what the substance is consisting of. This is harm reduction, meaning that the member can consider the dosage to be consumed much better. Drugs bought on the black market is unreliable and potentially life threatening. Members can check their substances even if they are not doing an injection, harm reduction should not only happen at Luna. Raising awareness on what they are consuming is also something that could give members more thought on the dangers involved. Luna Detectors could also be part of a national warning systems that could send out warnings when dangerous substances are found in circulation.

Luna Vending

Tools and necessities for the members are added to vending machines that can be accessed with the armband.



Vending machines placed inside Luna enables members to get tools and necessities for harm reduction. Placing these products in a machine frees up the manpower that is hand delivering this through hatches today. Statistics on products given out that is written down on paper today will rather be automatically gathered by the machine. The Luna Armbands gives access to the machines where injection tools, condoms, smoking foil, test strips for dangerous substances and needle collection pucks can be withdrawn. Placing these inside with membership access is a measure to get persons with addiction challenges into Luna's embracing multitude of living.

Service Journeys

The next pages will presents suggested service journeys from the members view.





Luna Become a Member

Before

During

1

Learn
about
Luna

3

Enter
Luna

4

Meet a
Luna Host

5

Walk together
into a Luna
Room

6

Talk about
personal
situation

7

Evaluate
membership



After

8

Register the member into Luna

9

Get an introduction to Luna Services & Digital Portal

10

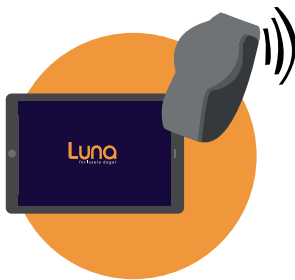
Receive the Luna Armband

11

Get a tour around the Luna Center

12

Receive offer to be followed through first time use of the service



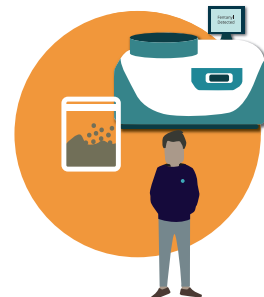


Luna Health Safe Drug Injection

Before

During

- 1 Feel the need for drugs
- 2 Seek drug provider
- 3 Seek safe consumption
- 4 Enter Luna
- 5 Sit down in Luna Eat
- 6 Log into Luna Portal on tablet
- 7 Book injection
- 8 Wait for turn - armband vibrate
- 9 Enter injection room
- 10 Meet injection host
- 11 Check drug



After

12

Wash hands

13

Go to green lit desk

14

Take out equipment from desk drawer

15

Inject with supervision

16

Clean desk

17

Enter relax room

18

Go back to Luna Eat

19

See more Luna offerings

20

Log into vending machine and withdraw equipment

21

Leave Luna





Luna Sleep Shower & Washing Clothes

Before

During

1

Feel need or
get suggestion
to clean

2

Enter
Luna
Sleep

3

Pick up a new
clothing shift
from Luna
Wardrobe

4

Go to
shower
room

5

Take
shower

6

Dress with
new shift

7

Walk to
Washing
Room



After

8

Log in with
armband on washing
maching

9

Fill and start
washing
machine

10

Sit down in
Luna Eat

11

Armband
blinks when
clothes are
cleaned and
dried

12

Pick up
clean
clothes

13

Leave
Luna
Sleep

14

See more
Luna offerings

15

Leave
Luna





Luna Health Wound Treatment

Before

During

1

Feel need for medical treatment

2

Seek low threshold treatment

3

Sit down in Luna Spise

4

Log in to Luna Portal on tablet

5

Choose Luna Health - Treatment

6

Book Treatment

7

Wait for armband vibration





After

8

Enter
Luna
Health

9

Meet
doctor &
nurse

10

Recieve
wound
care

11

Get offer
for general
Health
Evaluation

12

Go back to
Luna Eat

13

Eat an ice
cream

14

Consider
more Luna
offerings

15

Leave
Luna



Luna Active Group Activity

Before

During

1

Feel restless
or bored

2

Enter
Luna

3

Sits down
in Luna Eat

4

Open Luna
Portal on
tablet

5

View today's
group activity
on the tablet

6

Log in with
armband and
sign up for Yoga



After

7

Chill with an ice cream from Luna
Eat

8

Armband vibrates 5 min before activity

9

Walk to activity room

10

Help prepare the room with other participants

11

Participate in Yoga with instructor

12

Help clean the room with other participants

13

Consider more Luna offerings

14

Leave Luna



Concept Feedback

I pitched the Luna concept to three persons for feedback. A drug psychiatrist, a political scientist and a person in the drug environment in Oslo.

Asbjørn Restan, Drug Psychiatrist

A person with addiction challenges is a tired person. Your body hurts, you are paranoid and you need your drug fix. If you come to a place like Luna which is open and inviting, without bars and hatches then an immediate psychological response is to lower your guard. Often today you have to whimper and complain to get help. You become pitiful with no self respect and dignity. Luna could help avoid these modes by giving an experience with dignity. That in effect could make the users more receptive to consider drug treatment or rehabilitation.

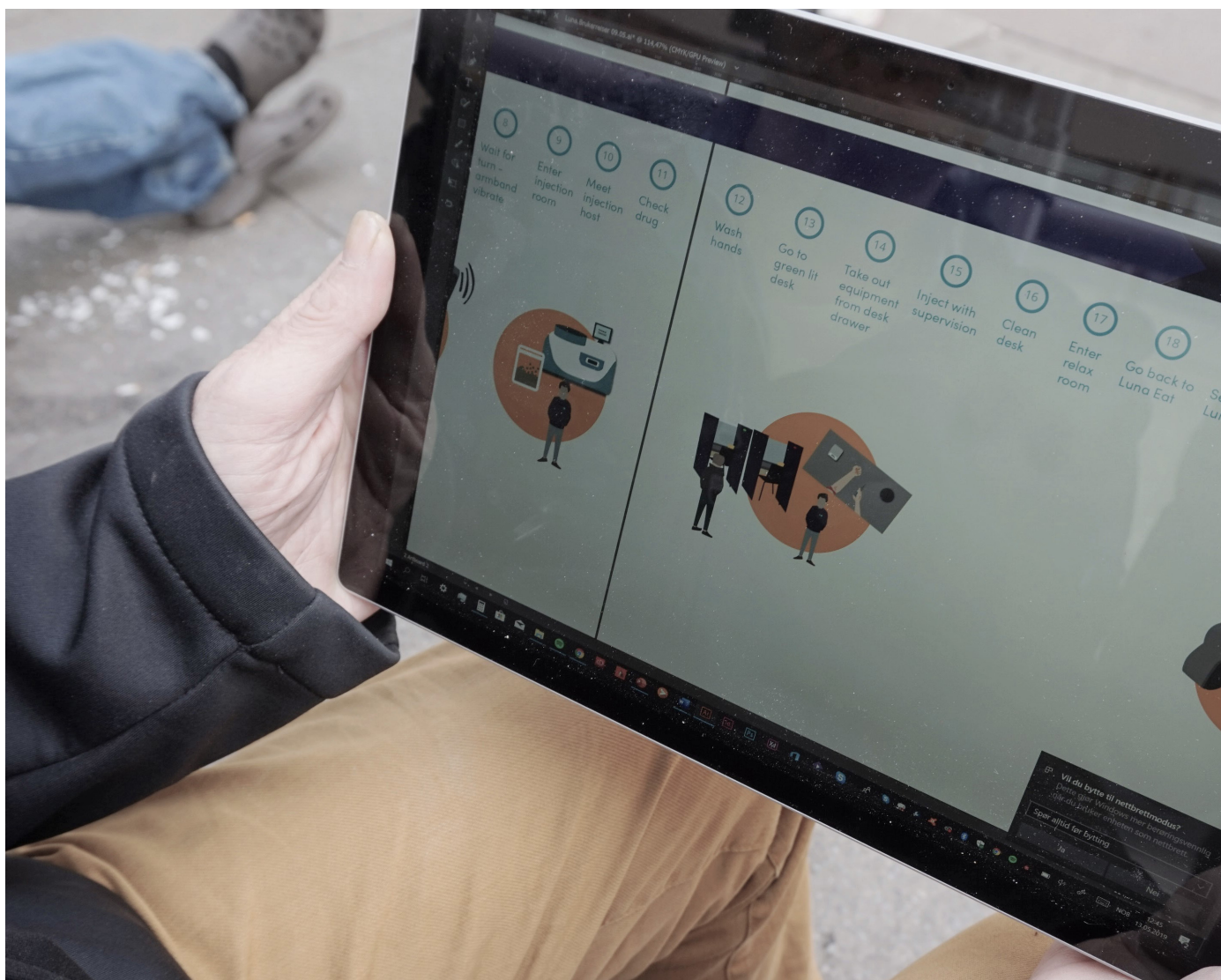
Luna could be experienced as big and complex so there should be hosts to guide you. Also consider a fasttrack for those that really need their fix at once and let a priest walk around as a spiritual conversation partner.

Aksel Braanen, Political Scientist

From a moral and justice perspective we owe persons with addiction challenges dignified offerings that can enable them to be good citizens. Gathering several offerings in one place like Luna is useful to lessen the bureaucracy in seeking help. Naming the service with a less public tone could give a new sense of trust in an apparatus that has often been mistrusted. The public should consider putting a lot of resources into a place like Luna. When people are treated with dignity in a relaxed place where they can eat and have their drug fix, then people could be motivated to take better care of themselves. This could save some of the costs we are spending today on fixing their problems. Luna sounds a bit big and being too open could cause overcrowding. You should consider thinking of a system for allocating time that can be spent there.

”Tony”, Drug User - Brugata

I like the idea of Luna, a place where we could have more offerings in one place. I have seen something similar in Netherlands with different floors in one building that had more than just a drug consumption room. Using an armband and an application before doing an injection seem much better than a user folder with pen and paper. Now both amphetamine and heroin can be injected in the ”needle room”, but those on amphetamine get really hyped up not relaxed like those on heroin, so you should consider to separate those groups if you are going to make a place like this. I hope you will take it further.



Reflections



Reflections

My starting point of this project was the 2017 Drug Reform. A radical change in our policies on drugs. Use and possession of drugs will no longer be met with punishment, instead you will be met with healthcare.

The governmental decision to move the responsibility for drug offences from the Ministry of Justice to the Ministry of Health and Care Services. At this crossroad of new approaches in our policies I wanted to explore possibilities of rethinking from a Service Design point of view.

The goal of this project was to rethink how a harm reduction service could be, by looking at today's situations and the experiences of persons with addiction challenges.

I believe Luna answers some of today's challenges through its approach and attitude with a more holistic service offering from the public. With the design of an identity and language I feel that the meeting with the public could be experienced as more dignified and welcoming.



Today's reality

Luna
for lysere dager



A vision for the future

Luna is not a finished concept to be implemented, but a discussion piece that is developed while we wait for the Drug Reform. As it stands, it is a vision and a starting point of possibilities that should be developed further to have more realism. It needs a larger team of users and stakeholders to discuss and develop the ideas for the future drug care. I wish I could have had more involvement from users and stakeholders throughout the project, but bad timing, capacity of the service and sensitivity of the users made that harder than expected.

I feel that I tried to focus on too much in my concept, and I regret that I didn't find one or two really interesting aspects that I could design out with really high fidelity. Thinking of a whole public service made it hard to just have focus on one thing, but I still believe there is value in my vision for what could be.

Prindsen Mottakssenter is going through a project of refurbishment while looking into how their users are being welcomed these days. I tried getting involved with the workgroup to possibly team up with my diploma,

but I also didn't succeed in that. This does however point out that there is a relevance in rethinking how harm reduction is delivered.

The complexity of the topic with countless stakeholders, regulations, opinions and considerations to keep in mind was a challenge. Was I really doing the right things and would this be allowed or well received were questions that I had to consider at all times.

Reflecting on my approach, I would have tried scoping the topic down more before starting the project. I would have chosen a service with partnership before the start instead of the approach of understanding everything I could find on services and the drug phenomenon.

This has been an overwhelming, but extremely interesting topic to dive into. I have learned a lot about the topic and how we in society work towards a better everyday for those that are affected in a negative way. I've had the chance to speak with a range of interesting people that all expressed the need for new approaches.

I don't regret choosing this topic for my diploma. The drug phenomenon is one of our society and the world's most important problems that has the need for rethinking on every level. I emphasize a lot with those that are suffering and I found the timing with the drug reform to be a good moment to look into this issue with design thinking.

The drug phenomenon is rightly called a wicked problem and there are no easy fixes to it. People need to get together with an open mind and create a better future with design and all the other tools we have.



Luna
for lysere dager





Thank You!

A big thanks to all that have been involved in this diploma. Biggest thanks goes to Birgitta Cappelen for supervising beyond expectation and steering me on track when stuck. Thanks to all the people in Brugata who opened up about their lives when I asked about drug reform and the drug situation in Norway. And thanks to all services that let me visit and ask weird questions about design, user experience and needs.

