

# SEX WORKER SURVEY

Name of community monitor:	Date of survey:
Province:	District:

**INFORMED CONSENT:** Hi, my name is \_\_\_\_\_, I'm working with Ritshidze to help monitor patient care in health facilities across South Africa. The purpose of Ritshidze is to find out if patients face any challenges in accessing health services so that we can raise these challenges with duty bearers and hold them accountable to fix them. I have a few questions that normally take about 15 minutes to answer. You can also skip any questions or stop the conversation at any time. Would you be willing to answer a few questions about health services?

**1. Please select the participants gender:**

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Transgender woman    | <input type="checkbox"/> Transgender man   | <input type="checkbox"/> Cisgender woman       |
| <input type="checkbox"/> Cisgender man        | <input type="checkbox"/> Non-binary person | <input type="checkbox"/> Other gender identity |
| <input type="checkbox"/> Prefer not to answer |  |  |

**2. How old are you?**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Under 18 years old                | <input type="checkbox"/> 18-25 years old | <input type="checkbox"/> Over 25 years old |
| <input type="checkbox"/> Don't know / prefer not to answer |  |  |

**\*\*Note:** This question will determine future survey questions. Please refer back to participant answer.

**3. Where do you go for your health services? Select all that apply**

- |  |  |
|--|--|
| <input type="checkbox"/> Public health facility (e.g. clinic or community healthcare centre) |  |
| <input type="checkbox"/> Drop-in centre (also known as a KP site or Sex Worker/SW clinic)    | <input type="checkbox"/> Mobile clinic                         |
| <input type="checkbox"/> Private doctor  | <input type="checkbox"/> Don't know                            |
| <input type="checkbox"/> Prefer not to answer  | <input type="checkbox"/> I do not get health services anywhere |

Only answer questions 3b if answered "I do not get health services anywhere" in question 3

**3b. What are the main reasons you do not get health services anywhere? Select all that apply**

- |   |  |
|---|--|
| <input type="checkbox"/> I do not want to get health services because of COVID-19 |  |
| <input type="checkbox"/> The staff are not friendly                               | <input type="checkbox"/> The staff do not respect my privacy               |
| <input type="checkbox"/> I do not feel safe                                       | <input type="checkbox"/> Fear of people finding out that I am a sex worker |
| <input type="checkbox"/> It is too far away                                       | <input type="checkbox"/> It costs too much to get there                    |
| <input type="checkbox"/> The services take too long                               | <input type="checkbox"/> It is not open when I want to go                  |
| <input type="checkbox"/> I cannot get the services I want                         | <input type="checkbox"/> The staff refused to give me services             |
| <input type="checkbox"/> I don't need any health services                         | <input type="checkbox"/> Prefer not to answer                              |
| <input type="checkbox"/> Don't know   | <input type="checkbox"/> Other (please specify)                            |

Only answer questions 3c-3d if did NOT select "Drop-in centre" in question 3

**3c. What are the main reasons why you don't access services at the drop-in centre? Select all that apply**

- |   |   |
|---|---|
| <input type="checkbox"/> I am not aware of a drop-in centre that serves sex workers | <input type="checkbox"/> The staff do not respect my privacy              |
| <input type="checkbox"/> The staff are not friendly                                 | <input type="checkbox"/> I do not feel safe at the drop-in centre         |
| <input type="checkbox"/> Fear that people would find out I am a sex worker          | <input type="checkbox"/> It costs too much to get to the drop-in centre   |
| <input type="checkbox"/> The drop-in centre is too far away                         | <input type="checkbox"/> The drop-in centre is not open when I want to go |
| <input type="checkbox"/> The services at the drop-in centre take too long           | <input type="checkbox"/> Don't know                                       |
| <input type="checkbox"/> The drop-in centre doesn't offer the services I want       | <input type="checkbox"/> Other (please specify)                           |
| <input type="checkbox"/> Prefer not to answer                                       |   |

**3d. What would help you to use a drop-in centre?**

Only answer questions 4-4b if did NOT select "Public health facility" in question 3

**4. Why don't you access services at the public health facility? Select all that apply**

- |   |  |
|---|--|
| <input type="checkbox"/> The staff are not friendly                     | <input type="checkbox"/> The staff do not respect my privacy               |
| <input type="checkbox"/> I do not feel safe at the facility             | <input type="checkbox"/> Fear that people would find out I am a sex worker |
| <input type="checkbox"/> The facility is too far away                   | <input type="checkbox"/> It costs too much to get to the facility          |
| <input type="checkbox"/> The services at the facility take too long     | <input type="checkbox"/> The facility is not open when I want to go        |
| <input type="checkbox"/> The facility doesn't offer the services I want | <input type="checkbox"/> The staff refused to give me services             |
| <input type="checkbox"/> Prefer not to answer                           | <input type="checkbox"/> Don't know  |
| <input type="checkbox"/> Other (please specify)                         |  |

**4b. What would help you to use a public health facility?**

## PUBLIC HEALTHCARE USERS

These questions are for anyone who selected "Public Health Facility" in question 3

5. What facility do you use? (Note: the questions below should be answered about the facility that the participant selects)

6. Are the staff at this facility friendly and professional towards sex workers?

- Always     Sometimes     Never     Don't know     Prefer not to answer

(Only ask question 6b if participant answered "sometimes or never" to question 6)

6b. Which staff are not always friendly and professional towards sex workers? (select all that apply)

- Clinical staff (nurses, doctors, pharmacists etc.)     Lay staff (counsellors, linkage officers etc.)  
 Security staff     Non clinical staff (cleaners, admin staff, file clerks etc.)  
 Don't know     Prefer not to answer

6c. Do the staff at the facility know that you are a sex worker?

- Yes     No     Don't know     Prefer not to answer

Only ask question 6d if participant answered "yes" to question 6c

6d. Did the staff treat you differently after they found out you were a sex worker?

- Yes, they treated me worse after finding out (ex: were rude, mean, etc.)  
 Yes, they offered me services specific to sex workers  
 The staff always knew I was a sex worker     No, they treated me the same  
 Don't know     Prefer not to answer

Only ask question 6e if participant answered "no" to question 6c

6e. Do you think the staff would treat you worse if they found out you were a sex worker?

- Yes     No     Don't know     Prefer not to answer

7. On a scale of 1 to 5, how comfortable do you feel using this facility?

(If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE) By comfortable I mean that you believe you would be treated well and get the help you need.

- 1     2     3     4     5     Don't know     Prefer not to answer

7b. If you feel uncomfortable or very uncomfortable, please specify the reason(s) why:

8. How safe do you feel using the facility? (Safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.) (If 1 is VERY UNSAFE and 5 is VERY SAFE)

- 1     2     3     4     5     Don't know     Prefer not to answer

8b. If you feel unsafe or very unsafe, please specify the reason(s) why:

9. Do you think that this facility respects people's confidentiality and privacy?

- Yes       No       Don't know       Prefer not to answer

Only ask question 9b if participant answered "no" to question 9

9b. If no, please specify the reason(s) why not (select all that apply):

- Staff disclose the status of people living with HIV in the waiting area  
 Staff disclose if people are sex workers in the waiting area  
 More than one person is being consulted or counselled in the same room  
 People living with HIV are separated from other patients  
 Security guards check patients' medicines when they are leaving the facility  
 Healthcare workers call other staff into the consultation room to share my medical issues  
 Staff enter the room without knocking during a consultation  
 Don't know       Prefer not to answer       Other (please specify)

10. Not including condoms, have you ever tried to access any of these other contraceptive methods at this facility?

- Birth control pill       Injection       Implant  
 IUD       Don't know       Prefer not to answer  
 Other (please specify)       None (skip to 11)

Only ask question 10b-10c if participant has tried to access contraceptives in question 10

10b. Were you able to get the contraception you wanted?

- Yes       No       Don't know       Prefer not to answer

10c. If no, why were you unable to get the contraception you wanted?

- They told me that I could not have it because I am a sex worker  
 They told me my first choice was not available       They told me I had to come back  
 They told me I was too young       They told me there was a stockout / shortage  
 They told me there were no pregnancy tests available       They told me I had to have an HIV test  
 Don't know       Prefer not to answer  
 Other (please specify)

<p><b>11. Have you wanted to get condoms at the facility in the last year?</b></p> <p><input type="checkbox"/> Yes      <input type="checkbox"/> No      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><i>Only ask questions 11b-11f if participant answered "yes" to question 11</i></p>
<p><b>11b. Were you able to get condoms at this facility in the last year?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><i>Only ask question 11c if participant answered "sometimes" or "never" to question 11b</i></p>
<p><b>11c. During times when you couldn't get condoms, why were you unable to access condoms? [Select all that apply]</b></p> <p><input type="checkbox"/> I was told they were out of stock</p> <p><input type="checkbox"/> I was told they never offer condoms</p> <p><input type="checkbox"/> I was told they were not available for sex workers</p> <p><input type="checkbox"/> The staff asked too many questions about why I needed them</p> <p><input type="checkbox"/> The staff were so rude I decided I did not want them anymore</p> <p><input type="checkbox"/> I was told I access them too often</p> <p><input type="checkbox"/> I did not feel comfortable asking for them or taking them</p> <p><input type="checkbox"/> Other</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p><i>Only ask questions 11d-11f if participant answered "sometimes" or "always" to question 11b</i></p>
<p><b>11d. During times when you could get condoms, were staff respectful to you?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><b>11e. During times when you could get condoms did the staff ask you why you needed condoms before you could have them?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><b>11f. During times when you could get condoms, were you able to get as many as you needed?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><b>12. Are you aware that you should be able to get lubricant (lube) at all public health facilities?</b></p> <p><input type="checkbox"/> Yes      <input type="checkbox"/> No      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><b>12b. Have you tried to get lubricant (lube) at the facility in the last year?</b></p> <p><input type="checkbox"/> Yes      <input type="checkbox"/> No      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><i>Only ask questions 12c-12g if participant answered "yes" to question 12b</i></p>
<p><b>12c. Were staff respectful when you tried to get lubricant (lube)?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><b>12d. Were you able to get lubricant (lube)?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>

Only ask question 12e if participant answered "sometimes" or "never" to question 12d

**12e. During times when you could not get lubricant (lube), why were you unable to access lube? (Please select all that apply)**

- I was told it was out of stock
- I was told they never offer lubricant
- I was told it was not available for sex workers
- The staff asked too many questions about why I needed it
- The staff were so rude I decided I did not want it anymore
- I was told I ask for it too often
- I did not feel comfortable asking for it or taking it
- Other
- Don't know
- Prefer not to answer

Only ask questions 12f-12g if participant answered "sometimes" or "always" to question 12d

**12f. During times when you could get lubricant (lube), were you able to get as much as you needed?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**12g. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**13. Have you tried to access testing for sexually transmitted infections (STIs) at the facility in the last year?**

- Yes       No       Don't know       Prefer not to answer

Only ask questions 13b-13c if participant answered "yes" to question 13

**13b. Were staff respectful when you tried to access STI testing?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**13c. Were you able to access STI testing you needed?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

Only ask question 13d-13f if participant answered "sometimes" or "never" to question 13c

**13d. During times when you did not get the STI testing you needed, why were you unable to access STI testing? [Select all that apply]**

- I was told they were out of stock
- I was told testing was not available for sex workers
- I did not feel comfortable asking for a test
- The staff asked too many questions about why I needed it
- The staff were so rude I decided I did not want it anymore
- I was told I ask for it too often
- I was told they never offer it
- Other
- Don't know
- Prefer not to answer

**13e. If needed, were you able to access treatment for STIs?**

- Yes       No, but treatment was not needed  
 No, treatment was needed but I did not receive it       Don't know  
 Prefer not to answer

Only ask question 13f if participant answered "treatment was needed and I did not receive it" to question 13d

**13f. Why were you unable to get the treatment you needed for STIs?**

- I was told they were out of stock
- I was told treatment was not available for sex workers
- I did not feel comfortable asking for treatment
- The staff asked too many questions about why I needed it
- The staff were so rude I decided I did not want it anymore
- I was told I ask for it too often
- I was told they never offer it
- Other
- Don't know
- Prefer not to answer

**14. Have you heard of PrEP (pre-exposure prophylaxis)?**

- I have heard of it and know what it is
- I've never heard of it
- I've heard of it but am not sure what it is
- Prefer not to answer

For those who have never heard of PrEP or are not sure what it is, explain:

"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV from sex. Would you like more information about PrEP?"

**15. Have you ever been offered PrEP at the facility?**

- Yes
- No
- No — because I am living with HIV
- Don't know
- Prefer not to answer

**16. Have you ever gotten PrEP at the facility?**

- Yes
- No, I wanted PrEP but was not considered eligible
- No, I wanted PrEP but did not get it for some other reason
- Prefer not to answer
- No, because I did not want PrEP
- No, I wanted PrEP but it wasn't available
- Don't know

**16b. If you were not considered eligible, please specify why not:**

Only ask question 16c-16d if participant answered "yes" to question 16

**16c. How satisfied were you with PrEP services at the facility? (If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)**

- 1
- 2
- 3
- 4
- 5
- Don't know
- Prefer not to answer

**16d. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:**

**17. Have you heard of PEP (post-exposure prophylaxis)?**

- I have heard of it and know what it is
- I've heard of it but am not sure what it is
- I've never heard of it
- Prefer not to answer

*For those who have never heard of PEP or are not sure what it is, explain:*

*"PEP is medication that is taken shortly after a potential exposure to HIV that can prevent HIV infection. Would you like more information about PEP?"*

**18. Have you wanted to access PEP at the facility in the last year?**

- Yes
- No
- Don't know
- Prefer not to answer

*Only ask question 19-19b if participant answered "yes" to question 18*

**19. Were you able to access PEP?**

- Always
- Sometimes
- Never
- Don't know
- Prefer not to answer

*Only ask question 19b if participant answered "sometimes" or "never" to question 19*

**19b. During times when you were unable to get PEP, why were you unable to access it? [Select all that apply]**

- I was told it was out of stock
- I was told it was not available for sex workers
- I was told I wasn't eligible for another reason (eg. it was only for people who were raped or who had a condom break)
- The staff asked too many questions about why I needed it
- The staff were so rude I decided I did not want it anymore
- I was told I ask for it too often
- I was told they never offer it
- I did not feel comfortable asking for it
- Other
- Don't know
- Prefer not to answer

**20. Do you feel that the facility staff are well trained to care for sex workers who experience violence from a sexual partner?**

- Yes
- No
- Don't know
- Prefer not to answer

**21. Would you feel comfortable going to this facility for services if you experienced violence from a sexual partner? By comfortable I mean that you believe you would be treated well and get the help you needed after experiencing violence.**

- Yes
- No
- Don't know
- Prefer not to answer

*Only answer 21b if participant answered "no" to question 21*

**21b. Why would you feel uncomfortable going to this facility for services if you experienced violence?**

**22. In the last year, have you wanted to access services for experiencing violence by a sexual partner at this facility?**

- Yes
- No
- Don't know
- Prefer not to answer



Only answer 22b-22e if participant answered "yes" to question 22

**22b. Were staff respectful when you wanted to access post-violence services?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**22c. Were you able to access services you needed for violence at this facility?**

- Yes       No       Don't know       Prefer not to answer

Only answer 22d if participant answered "No" to question 22c

**22d. Which services did you need that you were not able to get at the facility?**

- |  |  |
|--|--|
| <input type="checkbox"/> Counselling (on-site)                 | <input type="checkbox"/> Rapid HIV testing (on-site) |
| <input type="checkbox"/> STI screening and treatment (on-site) | <input type="checkbox"/> PEP (on site)               |
| <input type="checkbox"/> Emergency contraception (on-site)     | <input type="checkbox"/> Rape kit (on-site)          |
| <input type="checkbox"/> J88 form                              | <input type="checkbox"/> Referral to shelter         |
| <input type="checkbox"/> Other (please specify)                | <input type="checkbox"/> Prefer not to answer        |

Only ask question 22e if participant selected "J88 form" in question 22d

**22e. Why were you unable to get a J88 form?**

- I was told I needed to come back another day
- I was told I didn't qualify for it
- I was told I couldn't get one because I am a sex worker
- I was told no doctor was available
- Other
- Don't know
- Prefer not to answer

**23. How satisfied are you with the health services for sex workers at the facility? (If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)**

- 1       2       3       4       5       Don't know       Prefer not to answer

**23b. If you feel unsatisfied or very unsatisfied, please specify the reason why:**

**24. In the last year, have you been refused access to services at this facility because you are a sex worker?**

- Yes       No       Don't know       Prefer not to answer

**24b. If yes, what happened after you were refused access to services at the facility? (Please select all that apply)**

- I never ended up getting the services I needed
- I came back another time to this facility and got services
- I went to a different clinic for services
- Other       Don't know       Prefer not to answer

25. How could the facility improve services for sex workers?

## DROP-IN CENTRE USERS

These questions are for anyone who selected "Drop-in Centres" in question 3

26. What drop-in centre do you use?

(Note: the questions below should be answered about the drop-in centre that the participant selects)

27. Are the staff at the drop-in centre friendly and professional towards sex workers?

Always  Sometimes  Never  Don't know  Prefer not to answer

28. On a scale of 1 to 5, how comfortable do you feel using this drop-in centre?

(If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE) By comfortable I mean that you believe you would be treated well and get the help you need.

1  2  3  4  5  Don't know  Prefer not to answer

28b. If you feel uncomfortable or very uncomfortable, please specify the reason(s) why:

29. How safe do you feel using the drop-in centre? (Safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.) (If 1 is VERY UNSAFE and 5 is VERY SAFE)

1  2  3  4  5  Don't know  Prefer not to answer

29b. If you feel unsafe or very unsafe, please specify the reason(s) why:

**30. Do you think that this drop-in centre respects people's confidentiality and privacy?**

- Yes       No       Don't know       Prefer not to answer

*Only ask question 30b if participant answered "no" to question 30*

**30b. If no, please specify the reason why not.**

- Staff disclose the status of people living with HIV in the waiting area  
 Staff disclose if people are sex workers in the waiting area  
 More than one person is being consulted or counselled in the same room  
 People living with HIV are separated from other patients  
 Security guards check patients' medicines when they are leaving the drop-in centre  
 Healthcare workers call other staff into the consultation room to share my medical issues  
 Staff enter the room without knocking during a consultation  
 Other (please specify)       Don't know       Prefer not to answer

**31. Have you wanted to get condoms at this drop-in centre in the last year?**

- Yes       No       Don't know       Prefer not to answer

*Only ask questions 31b-31f if participant answered "yes" to question 31*

**31b. Were you able to get condoms at this drop-in centre in the last year?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

*Only ask question 31c if participant answered "sometimes" or "never" to question 31b*

**31c. During times when you couldn't get condoms, why were you unable to access condoms? [Select all that apply]**

- I was told they were out of stock  
 I was told they never offer condoms  
 I was told they were not available for sex workers  
 The staff asked too many questions about why I needed them  
 The staff were so rude I decided I did not want them anymore  
 I was told I access them too often  
 I did not feel comfortable asking for them or taking them  
 Other  
 Don't know  
 Prefer not to answer

*Only ask questions 31d-31f if participant answered "sometimes" or "always" to question 31b*

**31d. During times when you could get condoms, were staff respectful to you?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**31e. During times when you could get condoms did the staff ask you why you needed condoms before you could have them?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

<p><b>31f. During times when you could get condoms, were you able to get as many as you needed?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><b>32. Have you tried to get lubricant (lube) at this drop-in centre in the last year?</b></p> <p><input type="checkbox"/> Yes      <input type="checkbox"/> No      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><i>Only ask questions 32b-32f if participant answered "yes" to question 32</i></p>
<p><b>32b. Were staff respectful when you tried to get lubricant (lube)?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><b>32c. Were you able to get lubricant (lube)?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><i>Only ask question 32d if participant answered "sometimes" or "never" to question 32c</i></p>
<p><b>32d. During times when you could not get lubricant (lube), why were you unable to access lube? (Please select all that apply)</b></p> <p><input type="checkbox"/> I was told it was out of stock</p> <p><input type="checkbox"/> I was told they never offer lubricant</p> <p><input type="checkbox"/> I was told it was not available for sex workers</p> <p><input type="checkbox"/> The staff asked too many questions about why I needed it</p> <p><input type="checkbox"/> The staff were so rude I decided I did not want it anymore</p> <p><input type="checkbox"/> I was told I ask for it too often</p> <p><input type="checkbox"/> I did not feel comfortable asking for it or taking it</p> <p><input type="checkbox"/> Other</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p><i>Only ask questions 32e-32f if participant answered "sometimes" or "always" to question 32c</i></p>
<p><b>32e. During times when you could get lubricant (lube), were you able to get as much as you needed?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><b>32f. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><b>33. Have you tried to access testing for sexually transmitted infections (STIs) at this drop-in centre in the last year?</b></p> <p><input type="checkbox"/> Yes      <input type="checkbox"/> No      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><i>Only ask questions 33b-33c if participant answered "yes" to question 33</i></p>
<p><b>33b. Were staff respectful when you tried to access STI testing?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>
<p><b>33c. Were you able to access STI testing you needed?</b></p> <p><input type="checkbox"/> Always      <input type="checkbox"/> Sometimes      <input type="checkbox"/> Never      <input type="checkbox"/> Don't know      <input type="checkbox"/> Prefer not to answer</p>

Only ask question 33d-33f if participant answered "sometimes" or "never" to question 33c

**33d. During times when you did not get the STI testing you needed, why were you unable to access STI testing? [Select all that apply]**

- I was told they were out of stock
- I was told testing was not available for sex workers
- I did not feel comfortable asking for a test
- The staff asked too many questions about why I needed it
- The staff were so rude I decided I did not want it anymore
- I was told I ask for it too often
- I was told they never offer it
- Other
- Don't know
- Prefer not to answer

**33e. If needed, were you able to access treatment for STIs?**

- Yes
- No, but treatment was not needed
- No, treatment was needed but I did not receive it
- Don't know
- Prefer not to answer

Only ask question 33f if participant answered "treatment was needed and I did not receive it" to question 33e

**33f. Why were you unable to get the treatment you needed for STIs?**

- I was told they were out of stock
- I was told treatment was not available for sex workers
- I did not feel comfortable asking for treatment
- The staff asked too many questions about why I needed it
- The staff were so rude I decided I did not want it anymore
- I was told I ask for it too often
- I was told they never offer it
- Other
- Don't know
- Prefer not to answer

\*\*\*Note: if the participant already answered this in question 14, you do not need to repeat the question\*\*\*

**34. Have you heard of PrEP (pre-exposure prophylaxis)?**

- I have heard of it and know what it is
- I've heard of it but am not sure what it is
- I've never heard of it
- Prefer not to answer

For those who have never heard of PrEP or are not sure what it is, explain:

"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV from sex. Would you like more information about PrEP?"

**35. Have you ever been offered PrEP at this drop-in centre?**

- Yes
- No
- No — because I am living with HIV
- Don't know
- Prefer not to answer

**36. Have you ever gotten PrEP at this drop-in centre?**

- Yes  No, because I did not want PrEP  
 No, I wanted PrEP but was not considered eligible  No, I wanted PrEP but it wasn't available  
 No, I wanted PrEP but did not get it for some other reason  Don't know  
 Prefer not to answer

**36b. If you were not considered eligible, please specify why not:**

*Only ask question 36c-36d if participant answered "yes" to question 36*

**36c. How satisfied were you with PrEP services at the drop-in centre? If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED.**

- 1  2  3  4  5  Don't know  Prefer not to answer

**36d. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:**

**\*\*\*Note: if the participant already answered this in question 17, you do not need to repeat the question\*\*\***

**37. Have you heard of PEP (post-exposure prophylaxis)?**

- I have heard of it and know what it is  I've heard of it but am not sure what it is  
 I've never heard of it  Prefer not to answer

*For those who have never heard of PEP or are not sure what it is, explain:*

*"PEP is medication that is taken shortly after a potential exposure to HIV that can prevent HIV infection. Would you like more information about PEP?"*

**38. Have you wanted to access PEP at this drop-in centre in the last year?**

- Yes  No  Don't know  Prefer not to answer

*Only ask question 39-39b if participant answered "yes" to question 38*

**39. Were you able to access PEP?**

- Always  Sometimes  Never  Don't know  Prefer not to answer

*Only ask question 39b if participant answered "sometimes" or "never" to question 39*

**39b. During times when you were unable to get PEP, why were you unable to access it? [Select all that apply]**

- I was told it was out of stock  
 I was told it was not available for sex workers  
 I was told I wasn't eligible for another reason (eg. it was only for people who were raped or who had a condom break)  
 The staff asked too many questions about why I needed it  
 The staff were so rude I decided I did not want it anymore  
 I was told I ask for it too often  
 I was told they never offer it  
 I did not feel comfortable asking for it  
 Other  
 Don't know  
 Prefer not to answer

**40. Do you feel that the drop-in centre staff are well trained to care for sex workers who experience violence from a sexual partner?**

Yes       No       Don't know       Prefer not to answer

---

**41. Would you feel comfortable going to this drop-in centre for services if you experienced violence from a sexual partner? By comfortable I mean that you believe you would be treated well and get the help you needed after experiencing violence.**

Yes       No       Don't know       Prefer not to answer

---

*Only answer 41b if participant answered "no" to question 41*

**41b. Why would you feel uncomfortable going to this drop-in centre for services if you experienced violence?**

---

**42. In the last year, have you wanted to access services for experiencing violence by a sexual partner at this drop-in centre?**

Yes       No       Don't know       Prefer not to answer

---

*Only answer 42b-42e if participant answered "yes" to question 42*

**42b. Were staff respectful when you wanted to access post-violence services?**

Always       Sometimes       Never       Don't know       Prefer not to answer

---

**42c. Were you able to access services you needed for violence at this drop-in centre?**

Yes       No       Don't know       Prefer not to answer

---

*Only answer 42d if participant answered "No" to question 42c*

**42d. Which services did you need that you were not able to get at this drop-in centre?**

<input type="checkbox"/> Counselling (on-site)	<input type="checkbox"/> Rapid HIV testing (on-site)
<input type="checkbox"/> STI screening and treatment (on-site)	<input type="checkbox"/> PEP (on site)
<input type="checkbox"/> Emergency contraception (on-site)	<input type="checkbox"/> Rape kit (on-site)
<input type="checkbox"/> J88 form	<input type="checkbox"/> Referral to shelter
<input type="checkbox"/> Other (please specify)	<input type="checkbox"/> Prefer not to answer

---

*Only ask question 42f if participant selected "J88 form" in question 42d*

**42e. Why were you unable to get a J88 form?**

I was told I needed to come back another day

I was told I didn't qualify for it

I was told I couldn't get one because I was a sex worker

I was told no doctor was available

Other

Don't know

Prefer not to answer

---

**43. Overall, how satisfied are you with the health services for sex workers at this drop-in centre? If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED.**

1       2       3       4       5       Don't know       Prefer not to answer

43b. If you feel unsatisfied or very unsatisfied, please specify the reason why:

44. How could the drop-in centre improve services for sex workers?

## MOBILE CLINIC USERS

These questions are for anyone who selected "Mobile clinic" in question 3

45. What mobile clinic do you use?

*(Note: the questions below should be answered about the mobile clinic that the participant selects)*

46. Are the staff at the mobile clinic friendly and professional towards sex workers?

Always  Sometimes  Never  Don't know  Prefer not to answer

47. On a scale of 1 to 5, how comfortable do you feel using this mobile clinic?

*(If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE) By comfortable I mean that you believe you would be treated well and get the help you need.*

1  2  3  4  5  Don't know  Prefer not to answer

48. If you feel uncomfortable or very uncomfortable, please specify the reason(s) why:

49. How safe do you feel using the mobile clinic? *(Safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.) (If 1 is VERY UNSAFE and 5 is VERY SAFE)*

1  2  3  4  5  Don't know  Prefer not to answer



49b. If you feel unsafe or very unsafe, please specify the reason(s) why:

50. Do you think that this mobile clinic respects people's confidentiality and privacy?

- Yes       No       Don't know       Prefer not to answer

*Only ask question 50b if participant answered "no" to question 50*

50b. If no, please specify the reason why not.

- Staff disclose the status of people living with HIV in the mobile clinic  
 Staff disclose if people are sex workers in the mobile clinic  
 Healthcare workers call other staff into the consultation room to share my medical issues  
 Staff enter the room without knocking during a consultation  
 Don't know       Prefer not to answer       Other (please specify)

51. Have you wanted to get condoms at this mobile clinic in the last year?

- Yes       No       Don't know       Prefer not to answer

*Only ask questions 51b-51f if participant answered "yes" to question 51*

51b. Were you able to get condoms at this mobile clinic in the last year?

- Always       Sometimes       Never       Don't know       Prefer not to answer

*Only ask question 51c if participant answered "sometimes" or "never" to question 51b*

51c. During times when you couldn't get condoms, why were you unable to access condoms? [Select all that apply]

- I was told they were out of stock  
 I was told they never offer condoms  
 I was told they were not available for sex workers  
 The staff asked too many questions about why I needed them  
 The staff were so rude I decided I did not want them anymore  
 I was told I access them too often  
 I did not feel comfortable asking for them or taking them  
 Other       Don't know       Prefer not to answer

*Only ask questions 51d-51f if participant answered "sometimes" or "always" to question 51b*

51d. During times when you could get condoms, were staff respectful to you?

- Always       Sometimes       Never       Don't know       Prefer not to answer

51e. During times when you could get condoms did the staff ask you why you needed condoms before you could have them?

- Always       Sometimes       Never       Don't know       Prefer not to answer

51f. During times when you could get condoms, were you able to get as many as you needed?

- Always       Sometimes       Never       Don't know       Prefer not to answer

**52. Have you tried to get lubricant (lube) at this mobile clinic in the last year?**

Yes       No       Don't know       Prefer not to answer

*Only ask questions 52b-52f if participant answered "yes" to question 52*

**52b. Were staff respectful when you tried to get lubricant (lube)?**

Always       Sometimes       Never       Don't know       Prefer not to answer

**52c. Were you able to get lubricant (lube)?**

Always       Sometimes       Never       Don't know       Prefer not to answer

*Only ask question 52d if participant answered "sometimes" or "never" to question 52c*

**52d. During times when you could not get lubricant (lube), why were you unable to access lube? (Please select all that apply)**

I was told it was out of stock

I was told they never offer lubricant

I was told it was not available for sex workers

The staff asked too many questions about why I needed it

The staff were so rude I decided I did not want it anymore

I was told I ask for it too often

I did not feel comfortable asking for it or taking it

Other       Don't know       Prefer not to answer

*Only ask questions 52e-52f if participant answered "sometimes" or "always" to question 52c*

**52e. During times when you could get lubricant (lube), were you able to get as much as you needed?**

Always       Sometimes       Never       Don't know       Prefer not to answer

**52f. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?**

Always       Sometimes       Never       Don't know       Prefer not to answer

**53. Have you tried to access testing for sexually transmitted infections (STIs) at this mobile clinic in the last year?**

Yes       No       Don't know       Prefer not to answer

*Only ask questions 53b-53c if participant answered "yes" to question 53*

**53b. Were staff respectful when you tried to access STI testing?**

Always       Sometimes       Never       Don't know       Prefer not to answer

**53c. Were you able to access STI testing you needed?**

Always       Sometimes       Never       Don't know       Prefer not to answer

*Only ask question 53d-53f if participant answered "sometimes" or "never" to question 53c*

**53d. During times when you did not get the STI testing you needed, why were you unable to access STI testing? [Select all that apply]**

I was told they were out of stock

I was told testing was not available for sex workers

I did not feel comfortable asking for a test

The staff asked too many questions about why I needed it

The staff were so rude I decided I did not want it anymore

I was told I ask for it too often

I was told they never offer it

Other       Don't know       Prefer not to answer

**53e. If needed, were you able to access treatment for STIs?**

- Yes  No, but treatment was not needed  
 No, treatment was needed but I did not receive it  Don't know  
 Prefer not to answer

*Only ask question 53f if participant answered "treatment was needed and I did not receive it" to question 53e*

**53f. Why were you unable to get the treatment you needed for STIs?**

- I was told they were out of stock  
 I was told treatment was not available for sex workers  
 I did not feel comfortable asking for treatment  
 The staff asked too many questions about why I needed it  
 The staff were so rude I decided I did not want it anymore  
 I was told I ask for it too often  
 I was told they never offer it  
 Other  Don't know  Prefer not to answer

**\*\*\*Note: if the participant already answered this in question 14 or 34, you do not need to repeat the question\*\*\***

**54. Have you heard of PrEP (pre-exposure prophylaxis)?**

- I have heard of it and know what it is  
 I've heard of it but am not sure what it is  
 I've never heard of it  
 Prefer not to answer

*For those who have never heard of PrEP or are not sure what it is, explain:*

*"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV from sex. Would you like more information about PrEP?"*

**55. Have you ever been offered PrEP at this mobile clinic?**

- Yes  No  No — because I am living with HIV  
 Don't know  Prefer not to answer

**56. Have you ever gotten PrEP at this mobile clinic?**

- Yes  No, because I did not want PrEP  
 No, I wanted PrEP but was not considered eligible  No, I wanted PrEP but it wasn't available  
 No, I wanted PrEP but did not get it for some other reason  Don't know  
 Prefer not to answer

**56b. If you were not considered eligible, please specify why not:**

*Only ask question 56c-56d if participant answered "yes" to question 56*

**56c. How satisfied were you with PrEP services at this mobile clinic? (If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)**

- 1  2  3  4  5  Don't know  Prefer not to answer

56d. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:

\*\*\*Note: if the participant already answered this in question 17 or 37, you do not need to repeat the question\*\*\*

57. Have you heard of PEP (post-exposure prophylaxis)?

- I have heard of it and know what it is
- I've heard of it but am not sure what it is
- I've never heard of it
- Prefer not to answer

For those who have never heard of PEP or are not sure what it is, explain:

"PEP is medication that is taken shortly after a potential exposure to HIV that can prevent HIV infection. Would you like more information about PEP?"

58. Have you wanted to access PEP at this mobile clinic in the last year?

- Yes
- No
- Don't know
- Prefer not to answer

Only ask question 59-59b if participant answered "yes" to question 58

59. Were you able to access PEP?

- Always
- Sometimes
- Never
- Don't know
- Prefer not to answer

Only ask question 59b if participant answered "sometimes" or "never" to question 59

59b. During times when you were unable to get PEP, why were you unable to access it? [Select all that apply]

- I was told it was out of stock
- I was told it was not available for sex workers
- I was told I wasn't eligible for another reason (eg. it was only for people who were raped or who had a condom break)
- The staff asked too many questions about why I needed it
- The staff were so rude I decided I did not want it anymore
- I was told I ask for it too often
- I was told they never offer it
- I did not feel comfortable asking for it
- Other
- Don't know
- Prefer not to answer

60. Do you feel that the mobile clinic staff are well trained to care for sex workers who experience violence from a sexual partner?

- Yes
- No
- Don't know
- Prefer not to answer

61. Would you feel comfortable going to this mobile clinic for services if you experienced violence from a sexual partner? By comfortable I mean that you believe you would be treated well and get the help you needed after experiencing violence.

- Yes
- No
- Don't know
- Prefer not to answer

Only answer 61b if participant answered "no" to question 61

**61b. Why would you feel uncomfortable going to this mobile clinic for services if you experienced violence?**

**62. In the last year, have you wanted to access services for experiencing violence by a sexual partner at this mobile clinic?**

- Yes       No       Don't know       Prefer not to answer

Only answer 62b-62e if participant answered "yes" to question 62

**62b. Were staff respectful when you wanted to access post-violence services?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**62c. Were you able to access services you needed for violence at this mobile clinic?**

- Yes       No       Don't know       Prefer not to answer

Only answer 62d if participant answered "No" to question 62c

**62d. Which services did you need that you were not able to get at this mobile clinic?**

- |  |  |
|--|--|
| <input type="checkbox"/> Counselling (on-site)                 | <input type="checkbox"/> Rapid HIV testing (on-site) |
| <input type="checkbox"/> STI screening and treatment (on-site) | <input type="checkbox"/> PEP (on site)               |
| <input type="checkbox"/> Emergency contraception (on-site)     | <input type="checkbox"/> Rape kit (on-site)          |
| <input type="checkbox"/> J88 form                              | <input type="checkbox"/> Referral to shelter         |
| <input type="checkbox"/> Other (please specify)                | <input type="checkbox"/> Prefer not to answer        |

Only ask question 62e if participant selected "J88 form" in question 62d

**62e. Why were you unable to get a J88 form?**

- I was told I needed to come back another day
- I was told I didn't qualify for it
- I was told I couldn't get one because I am a sex worker
- I was told no doctor was available
- Other
- Don't know
- Prefer not to answer

**63. Overall, how satisfied are you with the health services for sex workers at this mobile clinic? If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED.**

- 1       2       3       4       5       Don't know       Prefer not to answer

63b. If you feel unsatisfied or very unsatisfied, please specify the reason why:

64. How could the mobile clinic improve services for sex workers?

## ALL PARTICIPANTS

65. Is there anything else you would like to tell us?

66. Would you be willing to do an individual interview to tell us more about your experience?

Yes

No

67. Do you identify as any of these other groups?

Person who uses drugs

Transgender person

Gay man, bisexual man, or other man who has sex with men

None

Prefer not to answer

*If yes, ask the participant if they would be willing to answer questions related to being part of another key population group.*

68. Do you remember answering a similar set of questions about your experiences at health facilities about a year ago?

Yes

No

Don't know

Thank participant for their time and ask if they have any questions for you.