

TRANS* 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:

- Transgender woman
 Transgender man
 Non-binary person
 Other gender identity
 Prefer not to answer

2. How old are you?

- Under 18 years old
 18-25 years old
 Over 25 years old
 Don't know / prefer not to answer

****IMPORTANT:** 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

- Public health facility (e.g. clinic or community healthcare centre)
 Drop-in centre (also known as a Trans Woman Health Centre)
 Mobile clinic
 Private doctor
 Don't know
 Prefer not to answer
 I do not get health services anywhere

Only answer question 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

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

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 transgender people | <input type="checkbox"/> The staff do not respect my privacy |
| <input type="checkbox"/> The staff are not friendly | <input type="checkbox"/> The drop-in centre is too far away |
| <input type="checkbox"/> I do not feel safe at the drop-in centre | <input type="checkbox"/> The services at the drop-in centre take too long |
| <input type="checkbox"/> It costs too much to get to the drop-in centre | <input type="checkbox"/> The drop-in centre doesn't offer the services I want |
| <input type="checkbox"/> The drop-in centre is not open when I want to go | <input type="checkbox"/> Fear that people will find out about my sexuality |
| <input type="checkbox"/> Fear that people will find out that I am transgender | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> The staff refused to give me services | <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"/> 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"/> Fear that people will find out that I am transgender | <input type="checkbox"/> Fear that people will find out about my sexuality |
| <input type="checkbox"/> The staff refused to give me services | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | <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 transgender people?

- 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 transgender people?

(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 trans*?

- 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 trans*?

- Yes, they treated me worse after finding out (for example: were rude, mean, etc.)
 Yes, they offered me services specific to trans* people The staff always knew I was trans*
 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 trans*?

- Yes No Don't know Prefer not to answer

7. Are facility staff respectful of your gender identity, for example using your preferred name and using your correct gender?

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

Only ask question 7b if participant answered "sometimes or never" to question 7

7b. If sometimes or never, how were staff disrespectful? (Please select all that apply)

- They called me the wrong name
 They used the wrong pronouns
 They were rude because I was trans*
 They refused me services I needed because they said I was the wrong gender
 They revealed my transgender status to other staff for no reason
 They asked me questions about being trans* not relevant to the services I needed
 The folders are colour coded by gender and they gave me the wrong colour
 Other
 Don't know
 Prefer not to answer

7c. Please specify other ways the staff were disrespectful about being trans*:

8. 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

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

9. 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

9b. If you feel unsafe or very unsafe, please specify the reason(s) why:

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

Yes No Don't know Prefer not to answer

Only ask question 10b-10c if participant answered "no" to question 10

10b. 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 transgender 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 below)

10c. Please specify any other privacy violations at the facility:

11. Which contraceptives have you tried to access at this facility?

- | | | |
|--|--|---|
| <input type="checkbox"/> Male/external condoms | <input type="checkbox"/> Female/internal condoms | <input type="checkbox"/> Birth control pill |
| <input type="checkbox"/> Injection | <input type="checkbox"/> Implant | <input type="checkbox"/> IUD |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> None (skip to 12) | | |

Only ask question 11b-11c if participant has tried to access contraceptives in question 11

11b. Were you able to get the contraception you wanted?

- Yes No Don't know Prefer not to answer

11c. If no, why were you unable to get the contraception you wanted?

- | | |
|--|---|
| <input type="checkbox"/> They told me my first choice was not available | <input type="checkbox"/> They told me I had to come back |
| <input type="checkbox"/> They told me I was too young | <input type="checkbox"/> They told me there was a stockout / shortage |
| <input type="checkbox"/> They told me there were no pregnancy tests available | <input type="checkbox"/> They told me I had to have an HIV test |
| <input type="checkbox"/> They told me that I could not have it because I am trans* | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | <input type="checkbox"/> Other (please specify) |

Ask question 12 if the participant is a transgender woman or non-binary person only

12. Have you ever been told you need to use a Men's Corner or Men only clinic day?

- Yes No Don't know Prefer not to answer

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

- | | |
|---|--|
| <input type="checkbox"/> I have heard of it and know what it is | <input type="checkbox"/> I've heard of it but am not sure what it is |
| <input type="checkbox"/> I've never heard of it | <input type="checkbox"/> 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?"

14. 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

14b. Have you ever gotten PrEP at the facility?

- | | |
|---|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No, because I did not want PrEP |
| <input type="checkbox"/> No, I wanted PrEP but was not considered eligible | <input type="checkbox"/> No, I wanted PrEP but it wasn't available |
| <input type="checkbox"/> No, I wanted PrEP but did not get it for some other reason | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | |

14c. If you were not considered eligible, please specify why not:

Only ask question 14d-14e if participant answered "yes" to question 14

14d. 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

14e. If you feel unsatisfied or very unsatisfied, please specify the reason why:

15. Are you aware that you should be able to get lubricant (lube) at all public health facilities?

Yes No Don't know Prefer not to answer

15b. Have you tried to get lubricant (lube) at the facility in the last year?

Yes No Don't know Prefer not to answer

Only ask questions 15c-15d if participant answered "yes" to question 15b

15c. Were staff respectful when you tried to get lubricant (lube)?

Always Sometimes Never Don't know Prefer not to answer

15d. Were you able to get lubricant (lube)?

Always Sometimes Never Don't know Prefer not to answer

Only ask question 15e if participant answered "sometimes" or "never" to question 15d

15e. 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 trans* people
- 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 15f-15g if participant answered "sometimes" or "always" to question 15d

15f. 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

15g. 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

16. 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 16b-16c if participant answered "yes" to question 16

16b. Were staff respectful when you tried to access STI testing?

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

16c. Were you able to access the STI testing you needed?

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

Only ask question 16d if participant answered "sometimes" or "never" to question 16c

16d. During times when you did not get the STI testing you needed, why were you unable to access STI testing? (Please select all that apply)

- I was told they were out of stock
 I was told testing was not available for trans* people
 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

Only ask questions 16e-16f if participant answered "always" or "sometimes" to question 16c

16e. 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 16f. If answered "No, treatment was needed but I did not receive it" to 16e.

16f. If treatment was needed but not received, 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 trans* people
 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

17. Do you feel that the facility staff are well trained to care for trans* people who experience violence from a sexual partner?

Yes No Don't know Prefer not to answer

18. 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

18b. If no, why would you feel uncomfortable going to this facility for services if you experienced violence?

19. 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 ask questions 19b-19c if respondent answered yes to question 19

19b. Were staff respectful when you wanted to access post-violence services?

Always Sometimes Never Don't know Prefer not to answer

19c. Were you able to access services you needed for violence at this facility?

Yes No Don't know Prefer not to answer

19d. If no, 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 19e if participant selected "J88 form" in question 19d

19e. Why were you unable to get a J88 form?

<input type="checkbox"/> I was told I needed to come back another day	<input type="checkbox"/> I was told I didn't qualify for it
<input type="checkbox"/> I was told I couldn't get one because I am trans*	<input type="checkbox"/> I was told no doctor was available
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know
<input type="checkbox"/> Prefer not to answer	

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

<input type="checkbox"/> I have heard of it and know what it is	<input type="checkbox"/> I've heard of it but am not sure what it is
<input type="checkbox"/> I've never heard of it	<input type="checkbox"/> 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?"

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

- Yes No Don't know Prefer not to answer

21b. If yes, were you able to access PEP?

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

Only ask question 21c if participant answered "sometimes" or "never" to question 21b.

21c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- I was told it was out of stock
 I was told it was not available for trans* people
 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

22. If available, would you have wanted to access hormone therapy at this facility in the last year?

- Yes No Don't know Prefer not to answer

22b. Have you ever asked the staff at this facility about where you could access hormone therapy?

- Yes No Don't know Prefer not to answer

22c. If yes, were facility staff able to tell you where you could get access to hormone therapy?

- Yes, they referred me to another facility
 Yes, they told me I could pay another doctor for a referral
 Yes, they told me I could get it at this facility
 No, they did not know about hormone therapy or where I could get it
 Other Don't know Prefer not to answer

23. How satisfied are you with the health services for transgender people 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(s) why:

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

- 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 transgender people?

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 transgender people?

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

28. Are drop-in centre staff respectful of your gender identity, for example using your preferred name and using your correct gender?

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

28b. If sometimes or never, how were staff disrespectful? (Please select all that apply)

- They called me the wrong name
- They used the wrong pronouns
- They were rude because I was trans*
- They refused me services I needed because they said I was the wrong gender
- They revealed my transgender status to other staff for no reason
- They asked me questions about being trans* not relevant to the services I needed
- The folders are colour coded by gender and they gave me the wrong colour
- Other
- Don't know

28c. Please specify other ways the staff were disrespectful about being trans*:

29. 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

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

30. 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

30b. If you feel unsafe or very unsafe, please specify the reason why:

31. 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 31b-31c if participant answered "no" to question 31

31b. 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 transgender in the drop-in centre
- 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
- Don't know Prefer not to answer Other (please specify)

Note: if the participant already answered this in question 13, you do not need to repeat the question

32. 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?"

33. Have you ever been offered PrEP at the drop-in centre?

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

33b. Have you ever gotten PrEP at the 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

33c. If you were not considered eligible, please specify why not:

Only ask question 33d-33e if participant answered "yes" to question 33b

33d. 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

33e. If you feel unsatisfied or very unsatisfied, please specify the reason why:

34. Are you aware that you should be able to get lubricant (lube) at all drop-in centres?

- Yes No Don't know Prefer not to answer

35. Have you tried to get lubricant (lube) at the drop-in centre in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 35b-35c if participant answered "yes" to question 35

35b. Were staff respectful when you tried to get lubricant (lube)?

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

35c. Were you able to get lubricant (lube)?

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

Only ask question 35d if participant answered "sometimes" or "never" to question 35c

35d. 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 trans* people
- 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 35e-35f if participant answered "sometimes" or "always" to question 35c

35e. 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

35f. 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

36. Have you tried to access testing for sexually transmitted infections (STIs) at the drop-in centre in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 36b-36c if participant answered "yes" to question 36

36b. Were staff respectful when you tried to access STI testing?

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

36c. Were you able to access the STI testing you needed?

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

Only ask question 36d if participant answered "sometimes" or "never" to question 36c

36d. During times when you did not get the STI testing you needed, why were you unable to access STI testing? (Please select all that apply)

- I was told they were out of stock
- I was told testing was not available for trans* people
- 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

Only ask questions 36e if participant answered "always" or "sometimes" to question 36c

36e. 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

36f. If treatment was needed but not received, 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 trans* people
- 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

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

- Yes No Don't know Prefer not to answer

38. 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

38b. If no, why would you feel uncomfortable going to this drop-in centre for services if you experienced violence?

39. 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 ask questions 39b-39c if respondent answered yes to question 39

39b. Were staff respectful when you wanted to access post-violence services?

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

39c. Were you able to access services you needed for violence at this drop-in centre?

- Yes No Don't know Prefer not to answer

39d. If no, which services did you need that you were not able to get at the drop-in centre?

- Counselling (on-site) Rapid HIV testing (on-site)
- STI screening and treatment (on-site) PEP (on site)
- Emergency contraception (on-site) Rape kit (on-site)
- J88 form Referral to shelter
- Other Prefer not to answer

39e. Please specify what else you need that you were not able to get:

Only ask question 39f if participant selected "J88 form" in question 39d

39f. 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 trans* I was told no doctor was available
 Other Don't know Prefer not to answer

Note: if the participant already answered this in question 20, you do not need to repeat the question

40. 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?"

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

- Yes No Don't know Prefer not to answer

Only ask question 41b if participant answered "yes" to question 41

41b. If yes, were you able to access PEP?

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

Only ask question 41c if participant answered "sometimes" or "never" to question 41b

41c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- I was told it was out of stock
 I was told it was not available for trans* people
 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

42. If available, would you have wanted to access hormone therapy at this drop-in centre in the last year?

- Yes No Don't know Prefer not to answer

42b. Have you ever asked the staff at this drop-in centre about where you could access hormone therapy?

- Yes No Don't know Prefer not to answer

42c. If yes, were drop-in centre staff able to tell you where you could get access to hormone therapy?

- Yes, they referred me to another facility
 Yes, they told me I could pay another doctor for a referral
 Yes, they told me I could get it at this facility
 No, they did not know about hormone therapy or where I could get it
 Other Don't know Prefer not to answer

43. How satisfied are you with the health services for transgender people 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

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

44. How could the drop-in centre improve services for transgender people?

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 transgender people?

Always Sometimes Never Don't know Prefer not to answer

47. Are drop-in centre staff respectful of your gender identity, for example using your preferred name and using your correct gender?

Always Sometimes Never Don't know Prefer not to answer

47b. If sometimes or never, how were staff disrespectful? (Please select all that apply)

- They called me the wrong name
- They used the wrong pronouns
- They were rude because I was trans*
- They refused me services I needed because they said I was the wrong gender
- They revealed my transgender status to other staff for no reason
- They asked me questions about being trans* not relevant to the services I needed
- The folders are colour coded by gender and they gave me the wrong colour
- Other
- Don't know

47c. Please specify other ways the staff were disrespectful about being trans*:

48. 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

48b. 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 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 transgender in the mobile clinic
- Staff enter the room without knocking during a consultation
- Healthcare workers call other staff into the consultation room to share my medical issues
- Don't know Prefer not to answer Other (please specify)

Note: if the participant already answered this in question 13 or 32, you do not need to repeat the question

51. 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?"

52. Have you ever been offered PrEP at the mobile clinic?

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

52b. Have you ever gotten PrEP at the 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

52c. If you were not considered eligible, please specify why not:

Only ask question 52d-52e if participant answered "yes" to question 52b

52d. How satisfied were you with PrEP services at the mobile clinic?

(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

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

52e. If you feel unsatisfied or very unsatisfied, please specify the reason why:

53. Are you aware that you should be able to get lubricant (lube) at all mobile clinics?

- Yes No Don't know Prefer not to answer

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

- Yes No Don't know Prefer not to answer

Only ask questions 54b-54c if participant answered "yes" to question 54

54b. Were staff respectful when you tried to get lubricant (lube)?

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

54c. Were you able to get lubricant (lube)?

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

Only ask question 54d if participant answered "sometimes" or "never" to question 54c

54d. During times when you could not get 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 trans* people
- 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 54e-54f if participant answered "sometimes" or "always" to question 54c

54e. 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

54f. 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

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

- Yes No Don't know Prefer not to answer

Only ask questions 55b-55c if participant answered "yes" to question 55a

55b. Were staff respectful when you tried to access STI testing?

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

55c. Were you able to access the STI testing you needed?

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

Only ask question 55d if participant answered "sometimes" or "never" to question 55c

55d. During times when you did not get the STI testing you needed, why were you unable to access STI testing? (Please select all that apply)

- I was told they were out of stock
- I was told testing was not available for trans* people
- 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

Only ask questions 55e-55f if participant answered "always" or "sometimes" to question 55c

55e. 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

55f. If treatment was needed but not received, 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 trans* people
- 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

56. Do you feel that the mobile clinic staff are well trained to care for trans* people who experience violence from a sexual partner?

- Yes No Don't know Prefer not to answer

57. 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

57b. If no, why would you feel uncomfortable going to this mobile clinic for services if you experienced violence?

58. 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 ask questions 58b-58c if respondent answered yes to question 58

58b. Were staff respectful when you wanted to access post-violence services?

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

58c. Were you able to access services you needed for violence at this mobile clinic?

- Yes No Don't know Prefer not to answer

58d. If no, which services did you need that you were not able to get at the 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 58e if participant selected "J88 form" in question 58d

58e. 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 trans* I was told no doctor was available
 Other Don't know Prefer not to answer

Note: if the participant already answered this in question 20 or 40, you do not need to repeat the question

59. 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?"

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

- Yes No Don't know Prefer not to answer

60b. If yes, were you able to access PEP?

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

Only ask question 60c if participant answered "sometimes" or "never" to question 60b.

60c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- I was told it was out of stock
 I was told it was not available for trans* people
 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

61. If available, would you have wanted to access hormone therapy at this mobile clinic in the last year?

- Yes No Don't know Prefer not to answer

61b. Have you ever asked the staff at this mobile clinic about where you could access hormone therapy?

- Yes No Don't know Prefer not to answer

61c. If yes, were mobile clinic staff able to tell you where you could get access to hormone therapy?

- Yes, they referred me to a facility
 Yes, they told me I could pay another doctor for a referral
 No, they did not know about hormone therapy or where I could get it
 Other Don't know Prefer not to answer

62. How satisfied are you with the health services for transgender people at the mobile clinic?

(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

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

62b. If you feel unsatisfied or very unsatisfied, please specify the reason why:

63. How could the mobile clinic improve services for transgender people?

ALL PARTICIPANTS

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

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

Yes

No

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

Sex worker

Person who uses drugs

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.

67. 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.