

# SEX WORKER SURVEY

Name of community monitor:

Date of survey:

Province:

District:

**INFORMED CONSENT:** Hi, my name is (*say your name*), 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** (*A drop-in centre is a place sex workers can go to access health services just for sex workers, outside of a public health facility*)

- |  |  |
|--|--|
| <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 question 3b if the participant does NOT get health services anywhere (question 3)**

**3b. What are the main reasons you do not get health services anywhere? 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               | <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 ( <i>please specify</i> )                   |

**Only answer questions 3c-3d if the participant does NOT use a drop-in centre (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 participant does NOT use a public health facility (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 uses a public health facility (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 towards sex workers?

Always  Sometimes  Never  Don't know  Prefer not to answer

*(Only ask question 6b if participant reports staff are SOMETIMES or NEVER friendly (question 6))*

6b. Which staff are not always friendly 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 reports facility staff know they are a sex worker (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 reports facility staff do NOT know they are a sex worker (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 - Very uncomfortable  2 - Uncomfortable  3 - Neutral  
 4 - Comfortable  5 - Very comfortable  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 - Very unsafe       2 - Unsafe       3 - Neutral  
 4 - Safe       5 - Very safe       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 reports the facility does NOT respect privacy and confidentiality (question 9)**

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

- Staff share people's HIV status in the waiting area  
 Staff share 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)

## CONTRACEPTION *(public health facility)*

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

- |  |   |   |
|--|---|---|
| <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 <i>(please specify)</i> | <input type="checkbox"/> None <i>(skip to 11)</i> |   |

**Only ask question 10b-10c if participant has tried to access ANY contraceptives (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?

- |  |   |
|--|---|
| <input type="checkbox"/> They told me that I could not have it because I am a sex worker |   |
| <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"/> Don't know  | <input type="checkbox"/> Prefer not to answer                         |
| <input type="checkbox"/> Other <i>(please specify)</i>                                   |   |

## CONDOMS *(public health facility)*

11. Have you wanted to get condoms at the facility in the last year?

- Yes       No       Don't know       Prefer not to answer

**Only ask questions 11b-11f if participant says YES, they wanted to access condoms (question 11)**

11b. If yes, were you able to get condoms at this facility in the last year?

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

**Only ask question 11c if participant was SOMETIMES or NEVER able to access condoms (question 11b)**

11c. 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 11d-11f if participant was *SOMETIMES* or *ALWAYS* able to access condoms (question 11b)**

11d. During times when you could get condoms, were staff respectful to you?

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

11e. 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

11f. 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

**LUBRICANT (public health facility)**

12. 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

12b. 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 12c-12g if participant says *YES*, they have tried to get lube (question 12b)**

12c. Were staff respectful when you tried to get lubricant (lube)?

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

12d. Were you able to get lubricant (lube)?

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

**Only ask question 12e if participant was *SOMETIMES* or *NEVER* able to get lube (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 was *SOMETIMES* or *ALWAYS* able to get lube (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

**STI SERVICES (public health facility)**

13. Have you tried to access screening 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 says YES, they have tried to access STI screening (question 13)**

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

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

13c. Were you able to access STI screening you needed?

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

**Only ask question 13d-13f if participant was SOMETIMES or NEVER able to access STI screening (question 13c)**

13d. During times when you did not get the STI screening you needed, why were you unable to access STI screening? (Select all that apply)

- I was told screening was not available for sex workers       I did not feel comfortable asking to be screened  
 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  
 Don't know       Prefer not to answer  
 Other (please specify)

**Only ask questions 13e-13f if participant was SOMETIMES or ALWAYS able to access STI screening (question 13c)**

13e. 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 needed STI treatment but didn't receive it (question 13d)**

13f. 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 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

**PREP (public health facility)**

14. 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. 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, 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

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

**Only ask question 16c-16d if participant says YES, they have ever gotten PrEP at the facility (question 16)**

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

- 1 - Very unsatisfied       2 - Unsatisfied       3 - Neutral  
 4 - Satisfied       5 - Very satisfied       Don't know  
 Prefer not to answer

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

**PEP (public health facility)**

**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 you getting HIV. 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 says YES, they have wanted to access PEP (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 was *SOMETIMES* or *NEVER* able to access PEP (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

**POST-VIOLENCE SERVICES (*public health facility*)**

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

- Yes       No       Don't know       Prefer not to answer

**21. Would you feel comfortable going to this facility for services if you experienced sexual violence? 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 says *NO*, they would not feel comfortable accessing post-violence services (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 post-violence services at this facility?**

- Yes       No       Don't know       Prefer not to answer

**Only answer 22b-22e if participant says *YES*, they have wanted to access post-violence services (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 sexual violence at this facility?**

- Yes       No       Don't know       Prefer not to answer

**Only answer 22d if participant was NOT able to access post-violence services (question 22c)**

**22d. 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 22e if participant was NOT able to access a J88 form (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)**

- |   |   |                                      |
|---|---|--------------------------------------|
| <input type="checkbox"/> 1 - Very unsatisfied | <input type="checkbox"/> 2 - Unsatisfied    | <input type="checkbox"/> 3 - Neutral |
| <input type="checkbox"/> 4 - Satisfied        | <input type="checkbox"/> 5 - Very satisfied | <input type="checkbox"/> Don't know  |
| <input type="checkbox"/> 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 uses a "Drop-in Centre" (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 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 - Very uncomfortable       2 - Uncomfortable       3 - Neutral  
 4 - Comfortable       5 - Very comfortable       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 - Very unsafe       2 - Unsafe       3 - Neutral  
 4 - Safe       5 - Very safe       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 reports the drop-in centre does NOT respect confidentiality and privacy (question 30)**

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

- Staff share people's HIV status in the waiting area  
 Staff share 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

### CONDOMS (drop-in centre)

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 says YES, they have wanted to access condoms (question 31)**

31b. If yes, 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 was *SOMETIMES* or *NEVER* able to access condoms (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 was *SOMETIMES* or *ALWAYS* able to access condoms (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

**31f. 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

**LUBRICANT (*drop-in centre*)**

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

- Yes       No       Don't know       Prefer not to answer

**Only ask questions 32b-32f if participant says *YES*, they have tried to access lube (question 32)**

**32b. Were staff respectful when you tried to get lubricant (lube)?**

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

**32c. Were you able to get lubricant (lube)?**

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

**Only ask question 32d if participant was *SOMETIMES* or *NEVER* able to access lube (question 32c)**

**32d. 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 32e-32f if participant was *SOMETIMES* or *ALWAYS* able to access lube (question 32c)**

**32e. 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

**32f. 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

**STI SERVICES (drop-in centre)**

**33. Have you tried to access screening for sexually transmitted infections (STIs) at this drop-in centre in the last year?**

- Yes       No       Don't know       Prefer not to answer

**Only ask questions 33b-33c if participant says *YES*, they have tried to access STI screening services (question 33)**

**33b. Were staff respectful when you tried to access STI screening?**

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

**33c. Were you able to access STI screening you needed?**

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

**Only ask question 33d-33f if participant was *SOMETIMES* or *NEVER* able to access STI screening (question 33c)**

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

- I was told screening was not available for sex workers  
 I did not feel comfortable asking to be screened  
 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  
 Don't know  
 Prefer not to answer  
 Other (please specify)

**Only ask questions 33e-33f if participant *ALWAYS* or *SOMETIMES* was able to access STI screening (question 33c)**

**33e. 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 needed STI treatment but didn't receive it (question 33e)**

**33f. 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 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

**PrEP (drop-in centre)**

**\*\*\*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. 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 says YES, they have ever gotten PrEP (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 - Very unsatisfied
- 2 - Unsatisfied
- 3 - Neutral
- 4 - Satisfied
- 5 - Very satisfied
- Don't know
- Prefer not to answer

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

### PEP (drop-in centre)

**\*\*\*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 you getting HIV. 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 says YES, they wanted to access PEP (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 SOMETIMES or NEVER was able to access PEP (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

### POST-VIOLENCE SERVICES (drop-in centre)

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

- 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 sexual violence? 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 would NOT feel comfortable accessing post-violence services (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 post-violence services at this drop-in centre?

- Yes       No       Don't know       Prefer not to answer

**Only answer 42b-42e if participant says YES, they wanted to access post-violence services (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 was NOT able to access post-violence services (question 42c)**

42d. If no, 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 42e if participant was NOT able to get a J88 form" (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.

- |   |   |                                      |
|---|---|--------------------------------------|
| <input type="checkbox"/> 1 - Very unsatisfied | <input type="checkbox"/> 2 - Unsatisfied    | <input type="checkbox"/> 3 - Neutral |
| <input type="checkbox"/> 4 - Satisfied        | <input type="checkbox"/> 5 - Very satisfied | <input type="checkbox"/> Don't know  |
| <input type="checkbox"/> 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 uses a selected "mobile clinic "(question 3)

45. What mobile clinic do you use?

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

45b. Is the mobile clinic you use specifically for sex workers (and/or other key populations)?

*A mobile clinic for sex workers is provided by an NGO and provides specific services for sex workers. It is not provided by the Department for Health.*

Yes  No  Don't know  Prefer not to answer

46. Are the staff at the mobile clinic friendly 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 - Very uncomfortable  2 - Uncomfortable  3 - Neutral  
 4 - Comfortable  5 - Very comfortable  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 - Very unsafe       2 - Unsafe       3 - Neutral  
 4 - Safe       5 - Very safe       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 reports the mobile clinic does NOT respect confidentiality and privacy (question 50)**

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

- Staff share people's HIV status in the mobile clinic  
 Staff share 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)

### CONDOMS (mobile clinic)

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 says YES, they have wanted to get condoms (question 51)**

51b. If yes, 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 was *SOMETIMES* or *NEVER* able to get condoms (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 *SOMETIMES* or *ALWAYS* was able to get condoms (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

**LUBRICANT (*mobile clinic*)**

**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 says *YES*, they have tried to access lube (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 was *SOMETIMES* or *NEVER* able to access lube (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 *SOMETIMES* or *ALWAYS* was able to access lube (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

**STI SERVICES (*mobile clinic*)**

53. Have you tried to access screening 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 says *YES*, they have tried to access STI screening (question 53)**

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

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

53c. Were you able to access STI screening you needed?

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

**Only ask question 53d-53f if participant was *SOMETIMES* or *NEVER* able to access STI screening (question 53c)**

53d. During times when you did not get the STI screening you needed, why were you unable to access STI screening? (Select all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> I was told screening was not available for sex workers   | <input type="checkbox"/> I did not feel comfortable asking to be screened           |
| <input type="checkbox"/> The staff asked too many questions about why I needed it | <input type="checkbox"/> The staff were so rude I decided I did not want it anymore |
| <input type="checkbox"/> I was told I ask for it too often                        | <input type="checkbox"/> I was told they never offer it                             |
| <input type="checkbox"/> Don't know   | <input type="checkbox"/> Prefer not to answer                                       |
| <input type="checkbox"/> Other ( <i>please specify</i> )                          |   |

**Only ask questions 53e-53f if participant was *SOMETIMES* or *ALWAYS* able to access STI screening (question 53c)**

53e. Were you able to access treatment for STIs?

- |  |   |
|--|---|
| <input type="checkbox"/> Yes   | <input type="checkbox"/> No, but treatment was not needed |
| <input type="checkbox"/> No, treatment was needed but I did not receive it | <input type="checkbox"/> Don't know                       |
| <input type="checkbox"/> Prefer not to answer                              |   |

**Only ask question 53f if STI treatment was needed but they didn't receive it (question 53e)**

53f. 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 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

**PrEP (mobile clinic)**

**\*\*\*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. 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 says YES, they have ever gotten PrEP (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 - Very unsatisfied
- 2 - Unsatisfied
- 3 - Neutral
- 4 - Satisfied
- 5 - Very satisfied
- Don't know
- Prefer not to answer

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

**PEP (mobile clinic)**

**\*\*\*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 you getting HIV. 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 says YES, they have wanted to access PEP (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 SOMETIMES or NEVER was able to access PEP (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

**POST-VIOLENCE SERVICES (mobile clinic)**

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

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

**61. Would you feel comfortable going to this mobile clinic for services if you experienced sexual violence? 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 would NOT feel comfortable accessing post-violence services (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 post-violence services at this mobile clinic?

- Yes       No       Don't know       Prefer not to answer

**Only answer 62b-62e if participant says YES, they have wanted to access post-violence services (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 was NOT able to access post-violence services (question 62c)**

62d. If no, 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 was NOT able to get a "J88 form" (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 - Very unsatisfied

2 - Unsatisfied

3 - Neutral

4 - Satisfied

5 - Very satisfied

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

Yes

No

Don't know

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 (go to question 68)

Transgender person (go to question 72)

Gay man, bisexual man, or other man who has sex with men (go to question 72)

None (go to question 72)

Prefer not to answer

Please only complete the next section if your participant is also a person who uses drugs and uses a public health facility.

## NEEDLE ACCESS

68. Have you wanted to get new/unused needles at the facility in the last year?

Yes  No  Don't know  Prefer not to answer

68b. Did the facility give you any information about where you could get new/unused needles?

Yes  No  Don't know  Prefer not to answer

## METHADONE

69. Have you wanted to access methadone at the facility in the last year?

Yes  No  Don't know  Prefer not to answer

69b. Has the facility given you any information about where you could get methadone in the last year?

Yes  No  Don't know  Prefer not to answer

## DRUG DEPENDENCE SUPPORT

70. Have you wanted to access drug dependence support at the facility in the last year?

Yes  No  Don't know  Prefer not to answer

*Only ask questions 70b-70d if participant says YES, they have wanted to access drug dependence support (question 70)*

70b. Were you able to access drug dependence support?

Yes  No  Don't know  Prefer not to answer

70c. If no, why were you unable to access drug dependence support? (Please select all that apply)

I was told it was not offered at this facility  I was told I was not eligible to participate  
 I did not feel comfortable asking for support  Other  
 Don't know  Prefer not to answer

70d. Please specify why else you were unable to access drug dependence support:

## NALOXONE

71. Have you wanted to access naloxone or other overdose support at the facility in the last year?

Yes  No  Don't know  Prefer not to answer

## ALL PARTICIPANTS

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

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