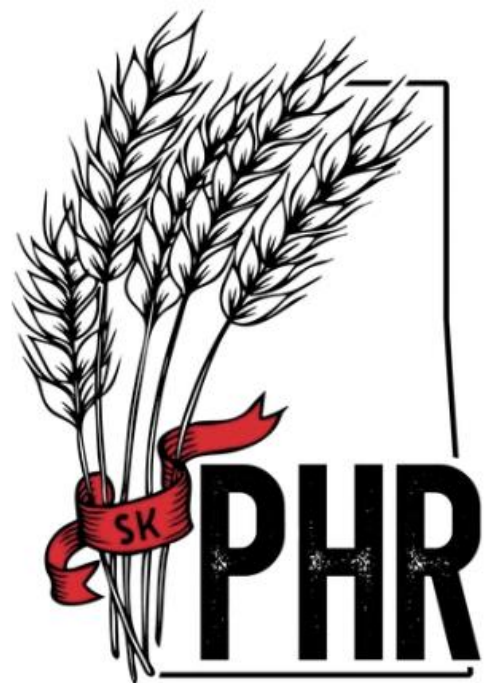


PRAIRIE HARM REDUCTION

2020 – 2021 Satisfaction Survey

- Support Services
- Family Support Services
- Drop – in
- Safe Consumption Site (SCS)



PRAIRIE HARM REDUCTION

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Summary:

Prairie Harm Reduction (PHR) is a community based non-profit organization, in the heart of the inner city of Saskatoon. The mission of Prairie Harm Reduction is *to improve the quality of life for all members of our community through gold standards in harm reduction, emphasizing local action with nation impact*. Prairie Harm Reduction serves individuals who are at risk and affected by HIV and Hepatitis C by removing barrier to services, pursuing innovated and evidence-based outcomes. PHR provides members of the community a safe environment to drop-in with outreach supports (Support Services and Family Support Programs). PHR also provide educational programs and resources on several topics including but not limited to HIV, HCV, Harm Reduction, service navigation and engaging with people who use drugs, and provides Naloxone training to anyone. In addition, PHR has Needle Patrollers who pick-up needles throughout Pleasant Hill, Riversdale, and Mayfair neighbourhoods.

In October 2019, Prairie Harm Reduction was proud to announce that Saskatchewan's first Safe Consumption Site would open. The SCS provides a safe and judgement free environment for individuals to consume their substances. The PHR team worked tirelessly to ensure that the site would be open and available to those who want a safe place to go, with no provincial funding, the SCS is exclusively funded by fundraising dollars.

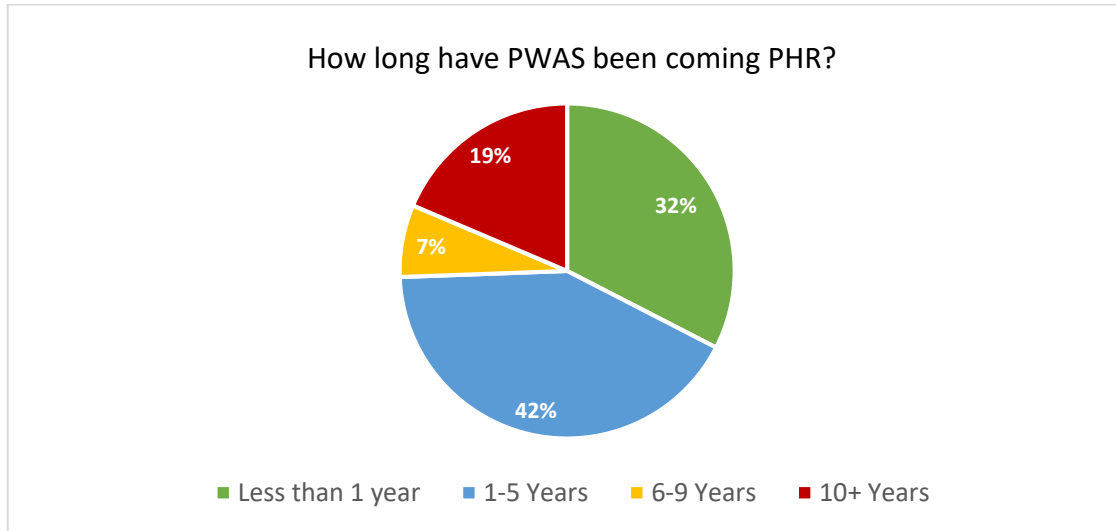
Methods:

Two surveys were developed to gauge the overall experiences and satisfaction of people who access services (PWAS) for 1) support services, family support and the drop-in centre and 2) the newly established Safe Consumption Site (SCS). The survey was developed in partnership with the Executive Director. The data was collected in March 2021.

Findings

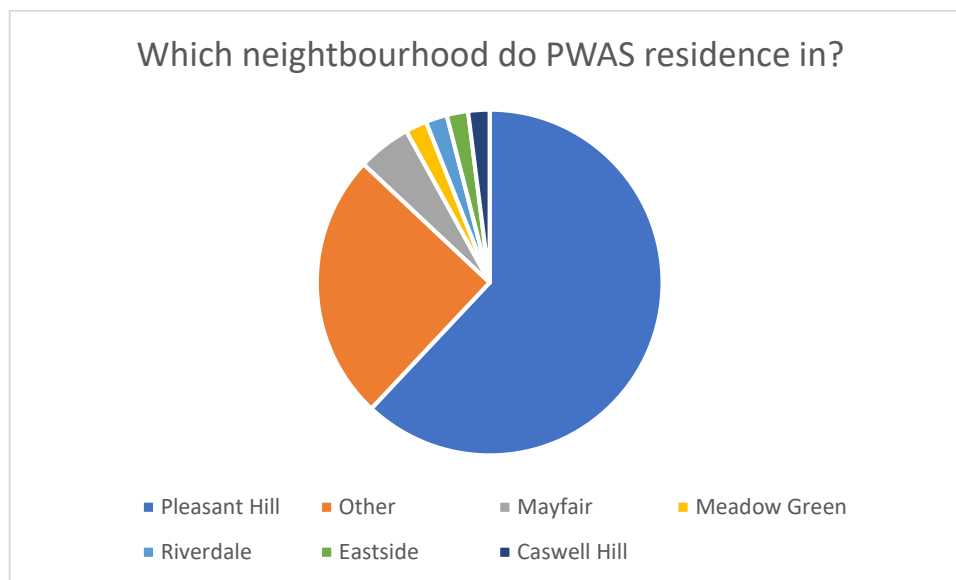
Demographics:

86 individuals completed the Support Services, Family Support and Drop-In survey. The majority of the participants, 42% have been coming to PHR between 1 – 5 years, while 32% of respondents have been coming to PHR for less than one year and 19% of the respondents have been coming to PHR (previously AIDS Saskatoon and/or 601) for over 10 years.

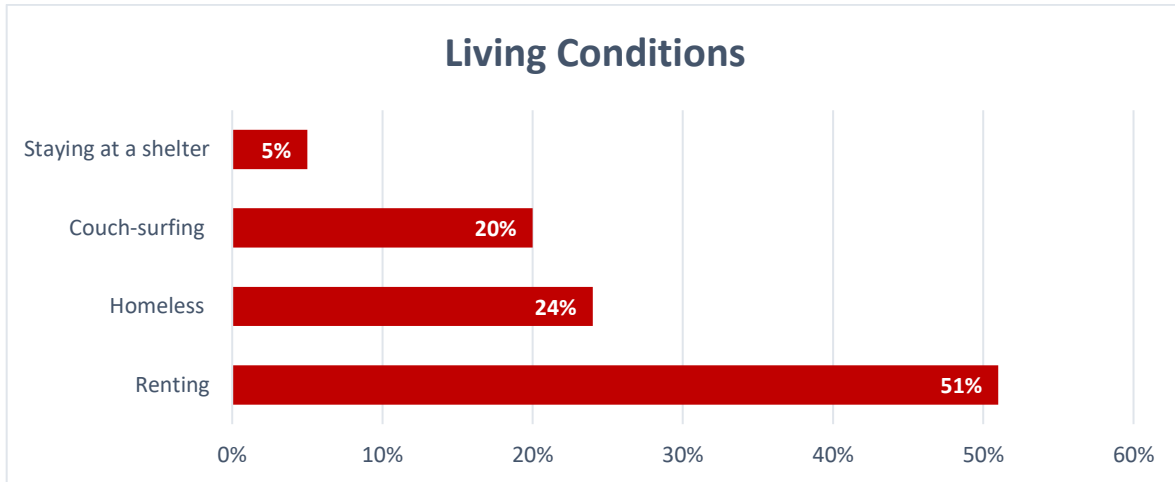


Half of the participants, identified as male (51%), while 38% identified as female, 7% identified as Two-Spirited and 4% identified as Gender-Neutral. Individuals who have accessed services, 89% indicated Aboriginal ancestry (First Nations, Metis), while 9% indicated Caucasian and 2% indicated other.

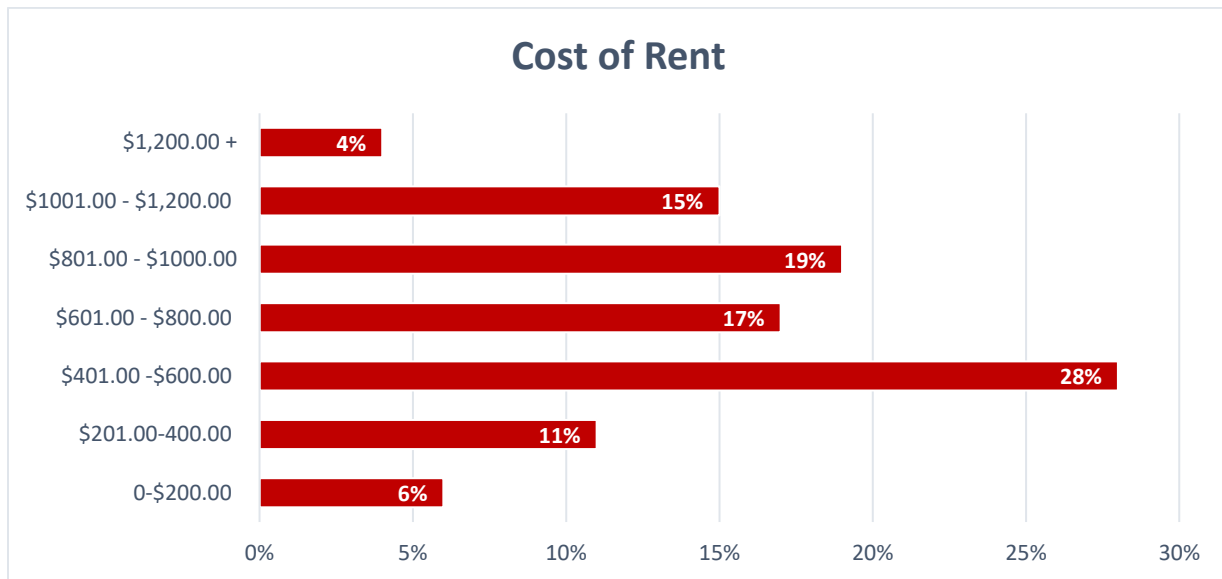
The primary residence for the majority of the PWAS was in the Pleasant Hill neighbourhood (62%), while 25% indicated living in *other* neighbourhoods. *Other* neighbourhoods' participants indicated included Downtown and Confederation.



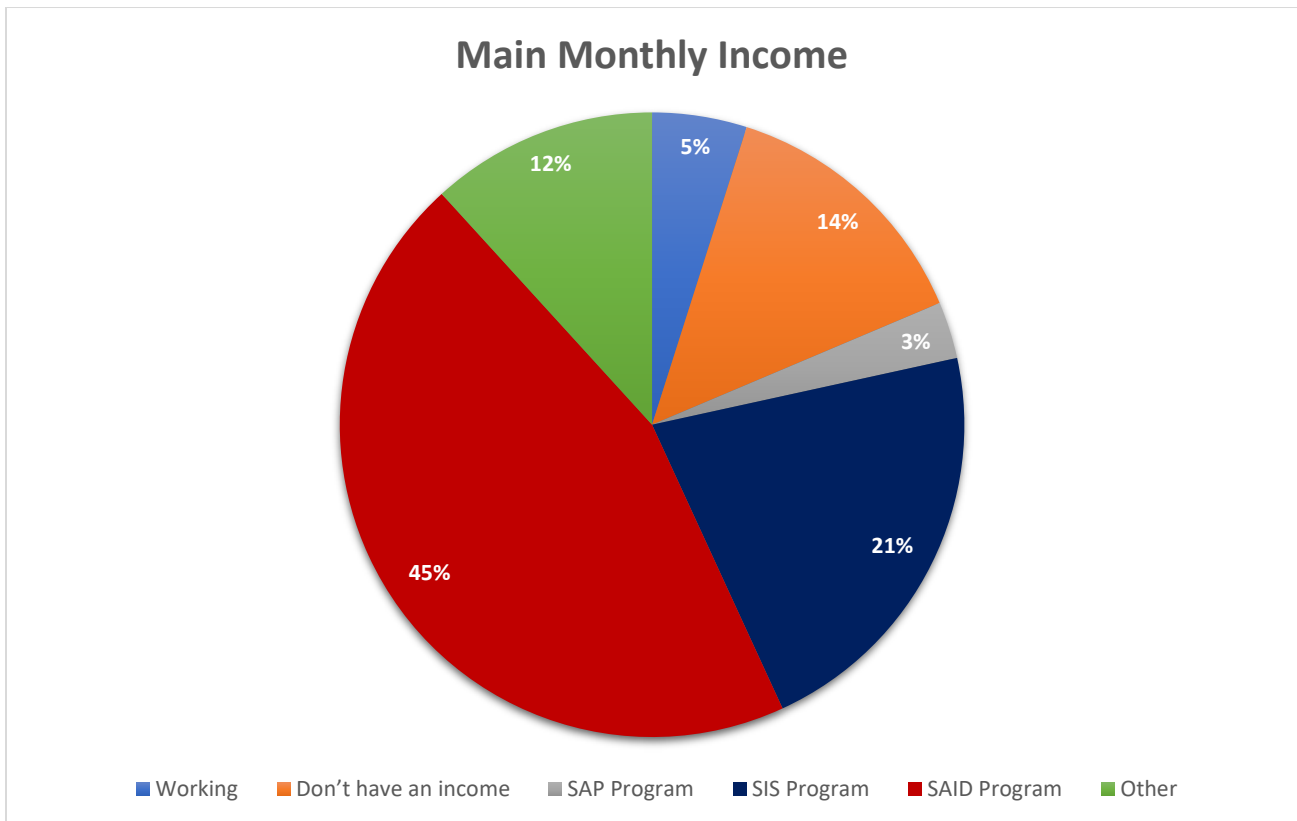
The majority (52%) of the PWAS either rented an apartment/house or rented a room in a shared house. While 25% were homeless and 20% were couch-surfing, staying with their friends and/or family members and 6% were staying in a shelter in Saskatoon (The Lighthouse, Salvation Army). Four participants indicated their living conditions as homeless and couch surfing.



Of the 52% who were renting either a house, apartment, or a room in a shared house, the majority (28%) paid between \$401.00 - \$600.00 for rent, while 19% paid between \$801.00 - \$1,000.00 and 17% paid between \$601.00 - \$800.00.

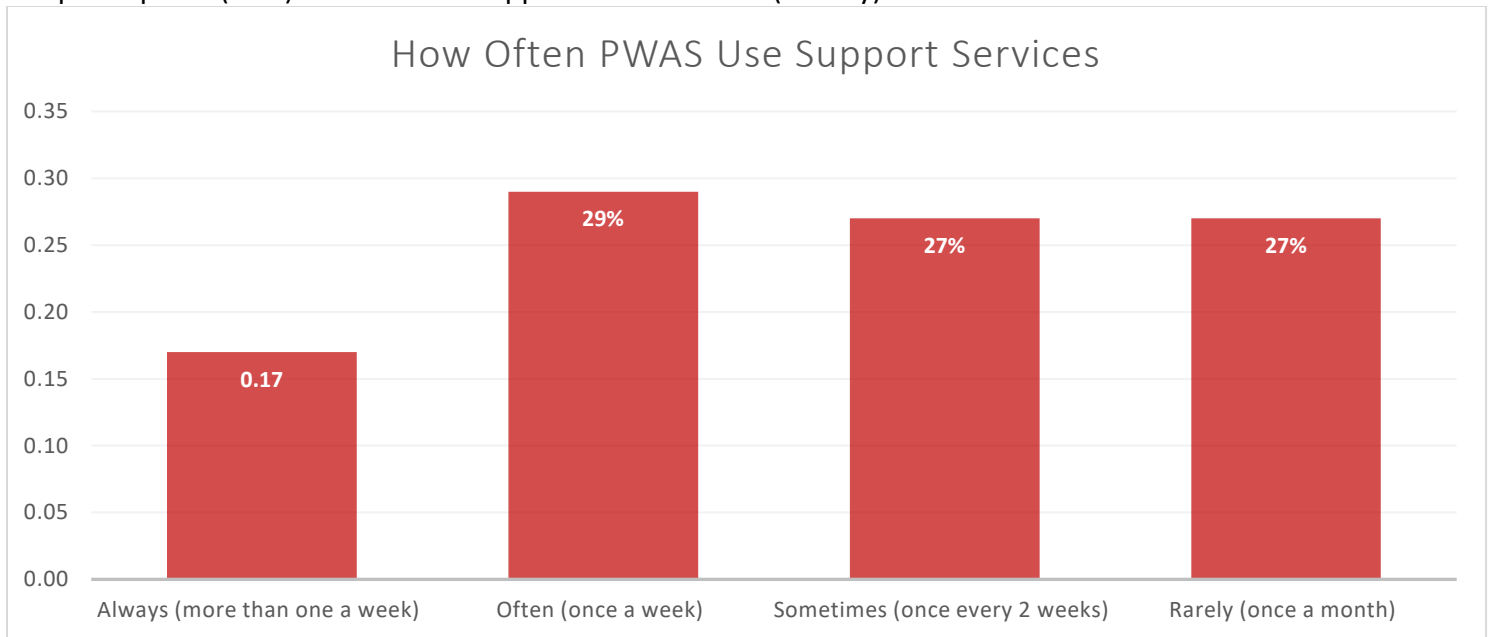


For their main monthly income, majority of the participants (46%) indicated that they were on the SAID program, while 22% indicated they were on the SIS program, 14% indicated no monthly income, 12% indicated other (ex: side hustling, selling), and 3% indicated the SAP program. The participants who indicated they currently did not have an income, some of participants indicated that there were in the process of applying for the SAID program with the assistance of a support worker at PHR.



Support Services

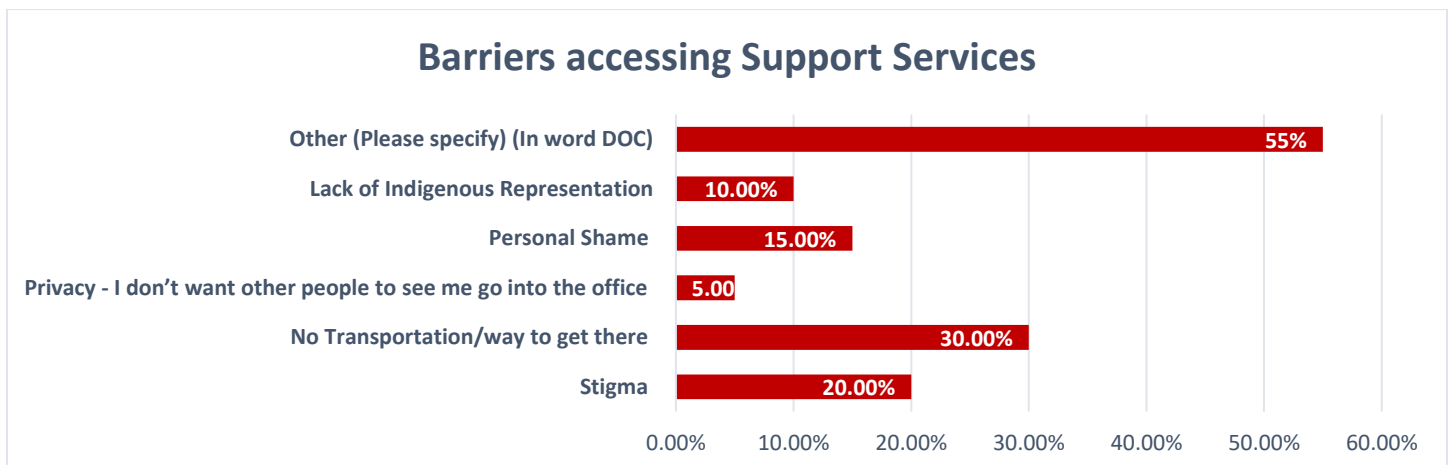
Of the 86 individual who completed the survey, 38 individuals (44%) never accessed Support Services at Prairie Harm Reduction. Several participants indicated they would like to access services; however, had not done so at the time of data collection. From the survey, only 48 individuals (56%) had access support services. Most of the participants (29%) accessed the support services often (weekly).



When thinking about accessing Support Services:

- 94% - Were able to get to see a support worker in a reasonable amount of time
- 94% - They are treated with respect and feel accepted
- 87.5% - Feel their involvements with a support worker has made a positive impact on their live
- 89.5% - feel support services gives them information that helps with their situation
- 85.4% - feel support services listens to them when they need to talk.

Those who accessed support services, 42% (n=20) indicated that they had experience barriers in accessing services. Participants indicated Other (the impact of COVID-19 with the number of PWAS allowed in the building at a time, the time to see a support worker), lack/no transportation, stigma, and personal shame.



Over the past 12 months, PWAS have been connected to the following Support Services at PHR:

- **77%** - Needed help finding housing
- **77%** - Need information (Medical, HIV, HCV testing, Treatment)
- **63%** - Needed bus ticket for a appointment
- **60%** - Wanted to be connected to outside support/counselling.
- **52%** - HIV or HCV testing
- **52%** - Needed an advocated (Social Services, Justice, treatment, medical)
- **35%** - Needed IDs

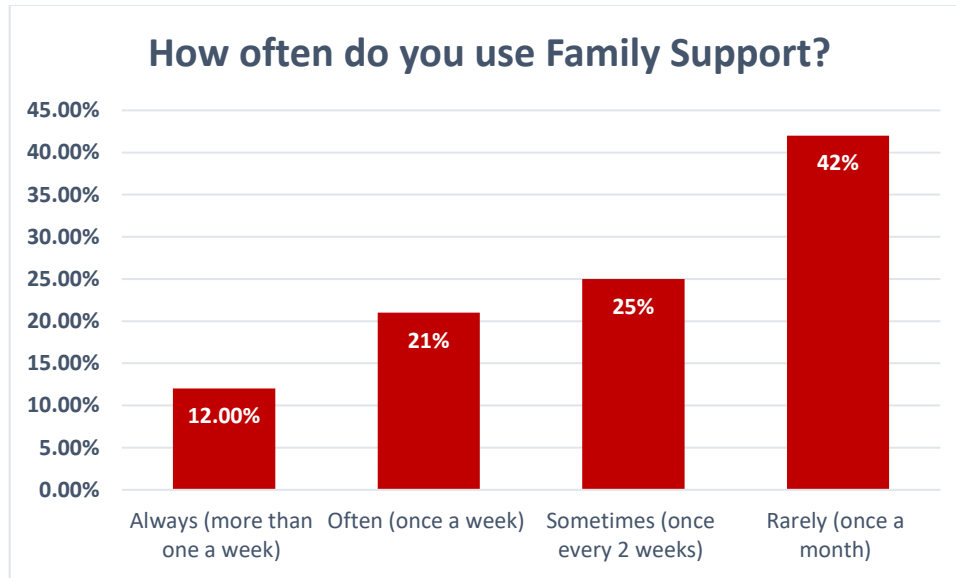
Recommendation's participants had for Support Services included:

- Access to a computer was to see what rental properties are available, to fill out applications and to follow up with landlord on potential renting opportunities.
- Have a consistent support worker – who knows their history, PWAS do not have to rebuild relationships with new workers
- More outreach within the community to provide food/coffee (in the streets)
- Longer hours - especially in the winter during colder months
- Informing PWAS what services are available at PHR/ and through Support Services

***“My second home, I feel good here, it is positive here,
I feel safe.”***

Family Support

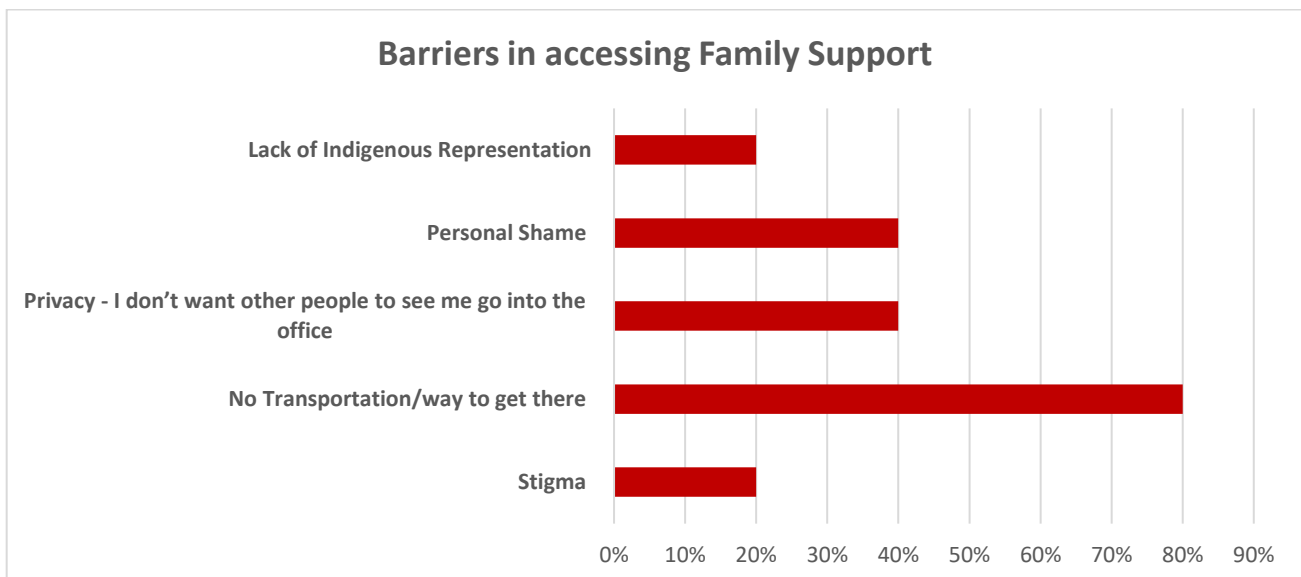
Of the 86 individuals who completed the survey, only 24 (28%) had access Family Support. Of those 24 participants, the majority (42%) indicated they accessed Family Supports once a month (rarely).



When participants thought about Family Support:

- 96% - Felt that their involvement with a support worker had a positive impact on their live
- 92% - Felt that they were treated with respects and felt accepted
- 88% - Felt they could see a support worker in a reasonable amount of time
- 88% - felt that support services listened to them when they needed to talk
- 88% - Felt that support services provided information to help with their situations

Five individuals (21%) indicated that they have experienced barriers in accessing services from family support. Barriers that participants indicated included:



Over the past twelve months, participants accessed the following supports from Family Support:

- 75% - Needed someone to talk/emotional support
- 71% - Need help finding housing
- 66% - Needed a bus ticket for an appointment
- 63% - Needed information (Medical, HIV, HCV, testing, treatment)
- 63% - Needed an advocate (Social Services, Justice, treatment, medical)
- 54% - Wanted assistance to get connected to outside counsellor/support
- 46% - HIV and/or HCV testing
- 46% - Needed help dealing with Child and Family Services
- 42% - Need IDs

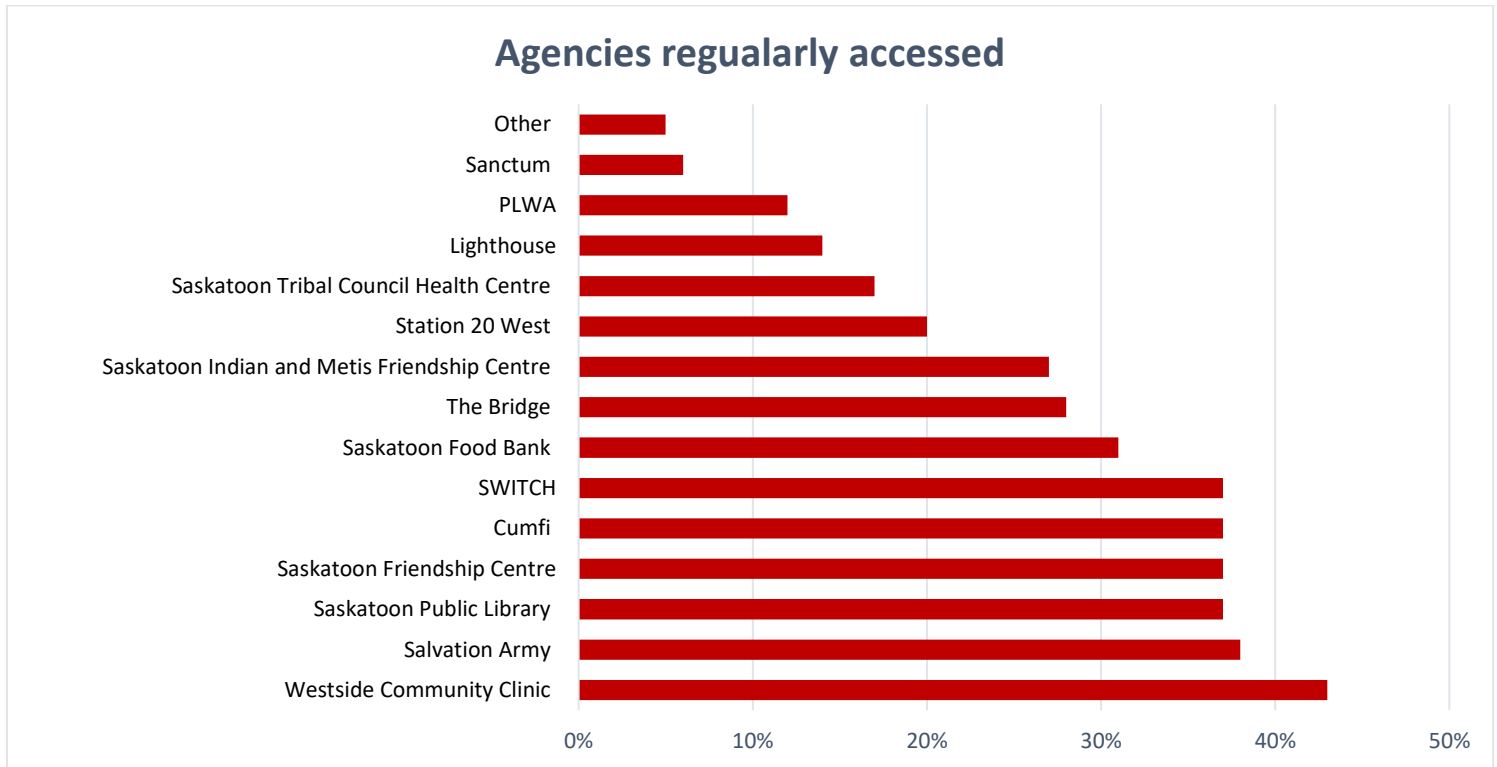
Participants who have access Family Support Service had no additional recommendations or comment on how PHR can serve them better. Participant were very happy with the services and the support they have and continue to receive from Family Support Services at PHR.

“You guys are absolutely amazing and help the community more than everyone realizes. You guys are always just a phone call away.”

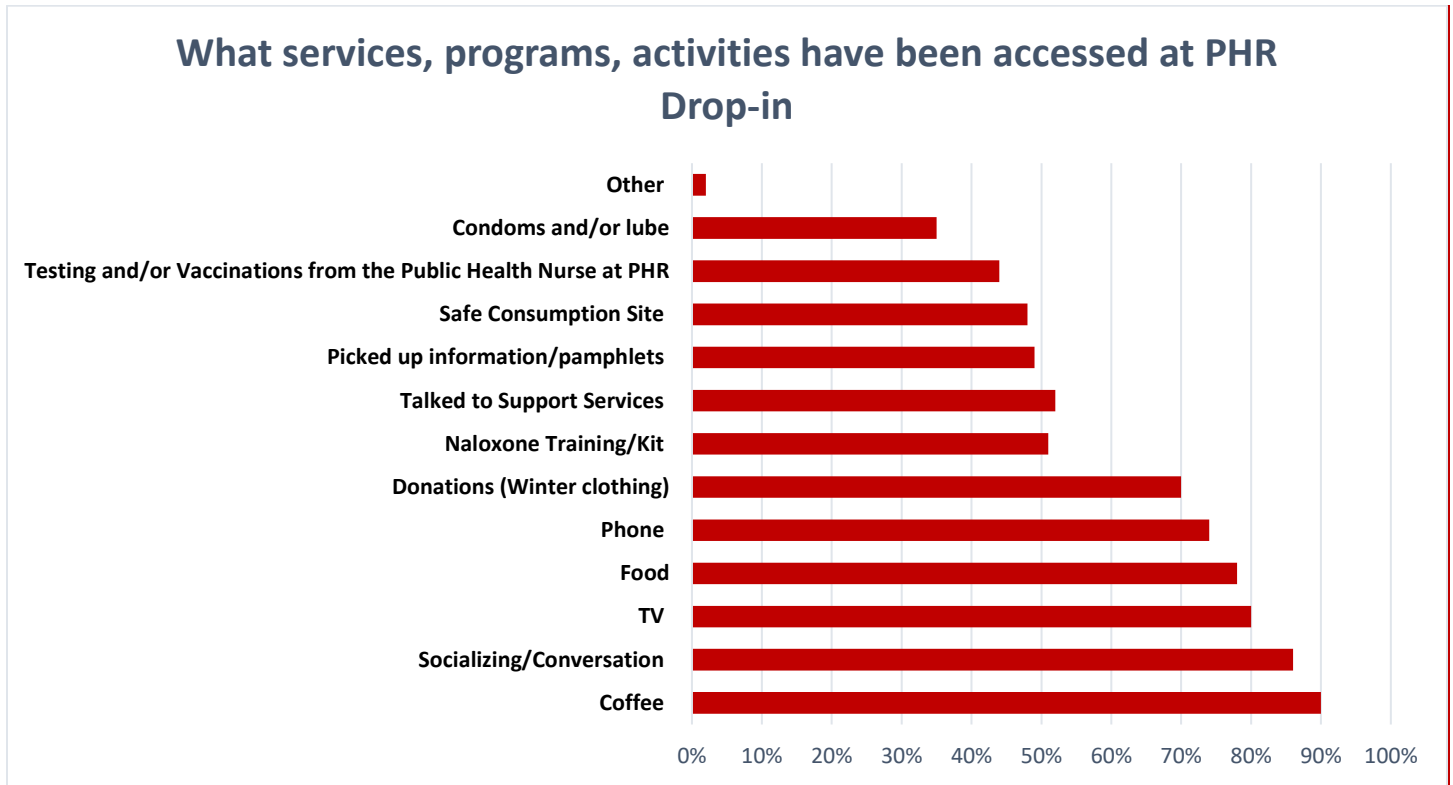
Drop-In Centre

While 56% of participants accessed Support Services and 28% accessed Family Support Services, most of the participants had accessed the drop-in centre at Prairie Harm Reduction. Other than PHR, the top six community organization that are accessed were:

- Westside Community Clinic (43%)
- Salvation Army (38%)
- Saskatoon Public Library (37%)
- Saskatoon Friendship Centre (37%)
- CUMFI (37%)
- SWITCH (37%)



The main services that PWAS accessed at Prairie Harm Reduction was coffee (90%), socializing/conversation with staff and others (86%), TV (80%), food (when available (78%)), the phone (74%) and donations (i.e.: winter clothing (70%)), 43% of the participants indicated they had accessed Safe Consumption Site (SCS).



When asked about Prairie Harm Reduction participants indicated they:

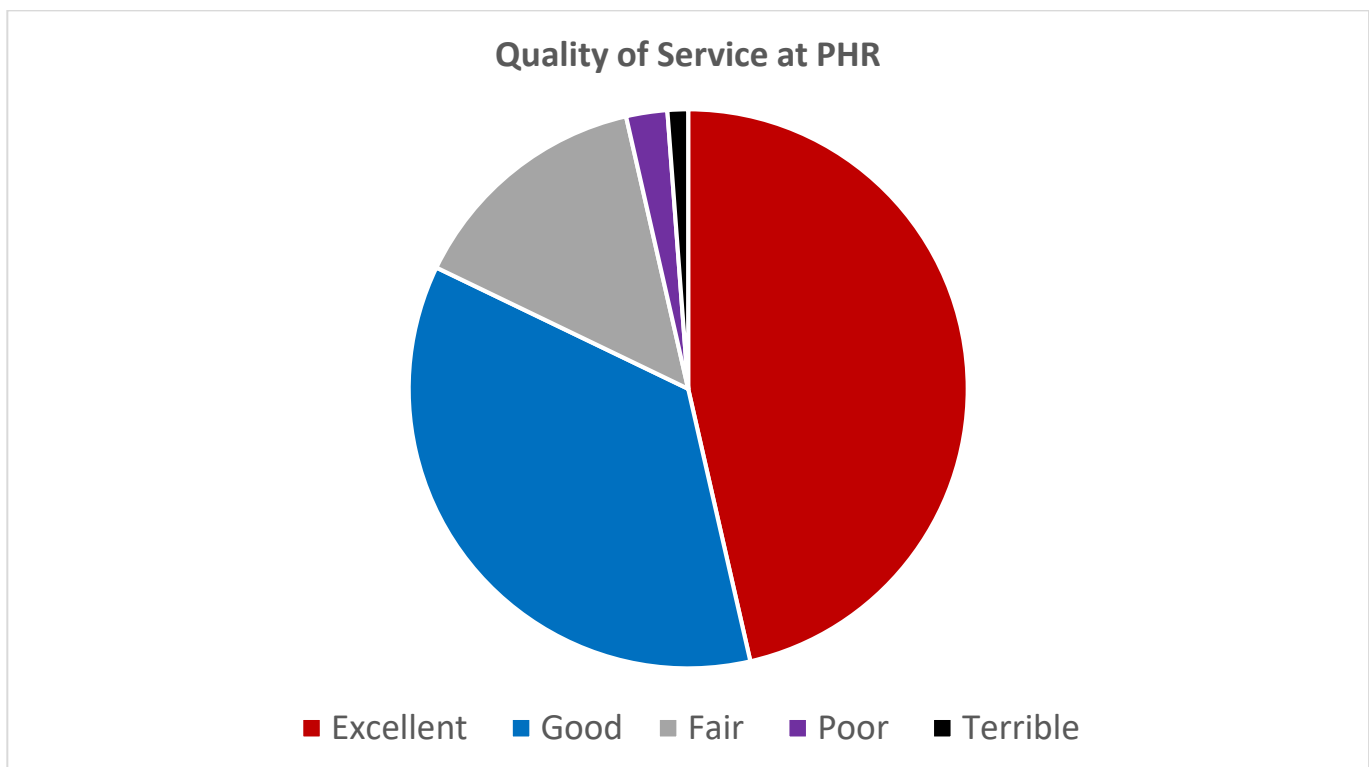
- 90% - Feel Safe
- 66% - Have fun
- 66% - Were able to make new friends
- 65% - Felt they can talk to people about their difficulties
- 64% - Felt close to other people at PHR
- 58% - Felt like PHR belongs to them
- 9% - Other (Indicated)

When participants thought about themselves:

- 86% - felt they had several good qualities about themselves
- 83% - they take of others
- 83% - Know when to ask for help
- 83% -- felt they had meaningful connections to other people in their life
- 80% - Take care of themselves
- 79% - felt they were able to make plans and/or set personal goals for themselves
- 76% - felt they are a person of worth
- 75% - felt equal to others
- 76% - felt they had helpful social supports around them

Overall, most participants (72%) indicated the quality of services at PHR were either excellent (46%) or good (36%). Suggestions on improving the services at PHR included:

- Be open during the weekend
- Longer hours till midnight and specifically in the winter months
- Better communication and relaying of information (Ex: of upcoming events, what services are available)
- More activities for people to do (ex: beading, physical activities)
- Increase of staff and more staff who have gone through what PWAS are going through – be more relatable
- Have an Addiction counsellor on staff (full-time)
- Bigger space for drop-in/ Have a space outside developed/
- Increase the accessibility for individuals who has disabilities, who are in wheelchairs etc.
- Have educational programs (i.e.: Reading and writing – get people motivated, get them connected to jobs within the community)
- Have a clothing depo similar to what was available at the old location (33rd)



92% of participants indicated that they felt comfortable and safe coming to PHR, while 8% were neutral. **No one felt uncomfortable or unsafe coming to PHR.** A significant number of participants (85%) indicated that they felt that staff at PHR cared about their concerns, 10% were neutral and 5% disagree that the staff at PHR cared about their concerns.

“PHR is awesome for the people, what they do for the people in the community to help people – in the streets is awesome and kickass.”

To feel emotionally healthy, participants indicated that the follow supports and/or individuals are necessary:

- 64% - Support Services
- 59% - Family and/or Friends
- 58% - Other PHR (Ex: Tuck)
- 43% - Family Support
- 35% - Weekly Support Groups

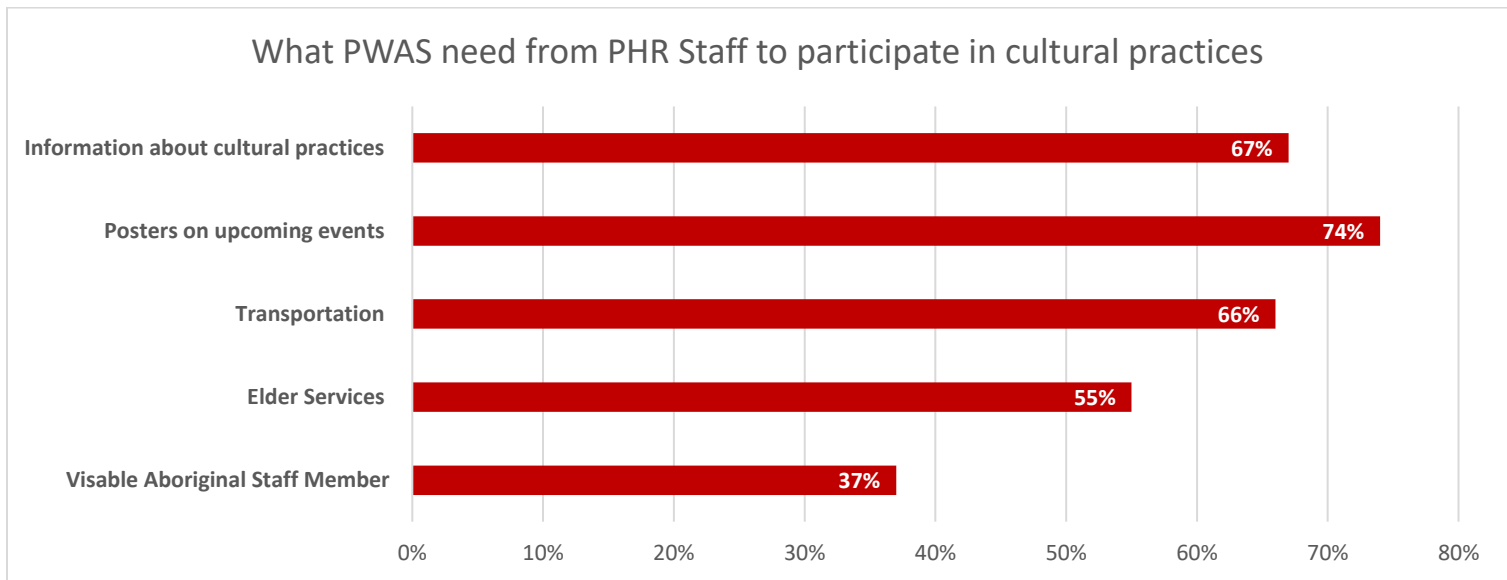
Cultural Supports

When asked if participants would benefit from cultural supports, 88% indicated yes, that they would.

Cultural supports participants indicated they would like to have/access included:

- 77% - Sweats
- 77% - Healing Circles
- 76% - Smudging
- 71%- Cultural Activities (Beading, Star activities)
- 70% - Access to Elders
- 4% - Other (Language classes, personal development, parenting support groups)

Most participants indicated having posters on upcoming eventing (73%), having information available regarding cultural practices (67%), access to transportation (66%) and Elders (55%) would allow them to participate in cultural activities.

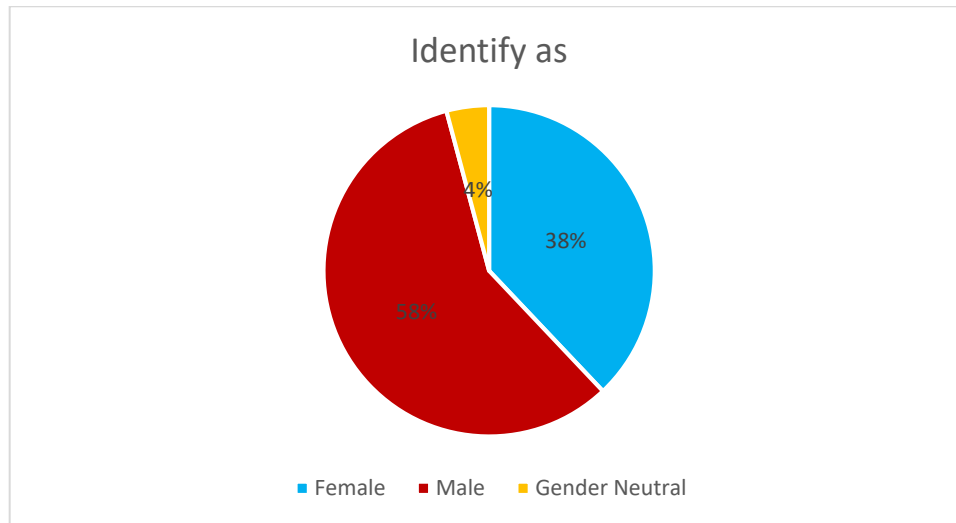


“PHR – it is for everyone in the community.”

– PHR PWAS

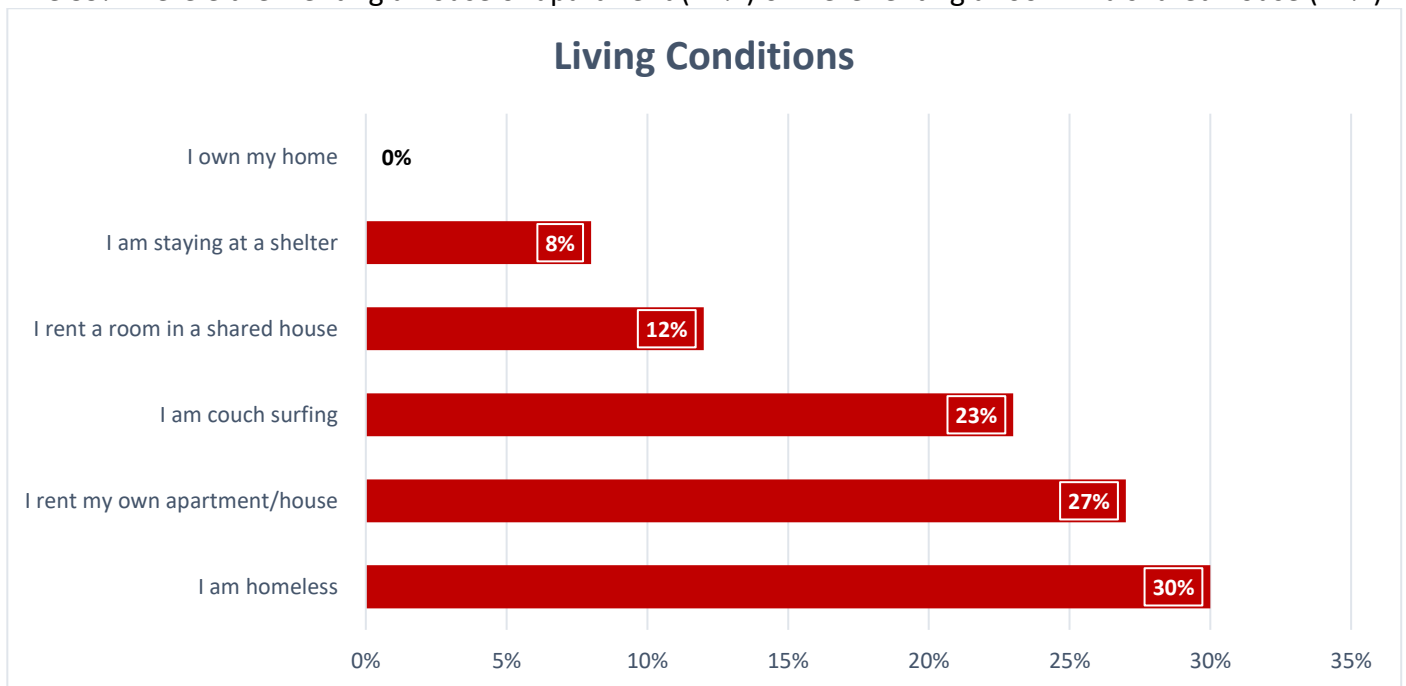
Safe Consumption Site

In October 2022, Saskatchewan's first Safe Consumption Site (SCS) opened. With no provincial funding, the SCS operating costs are all raised through fundraising or donation efforts. The survey for the SCS was collected separately from the Support Services, Family Supports Services, and the Drop-in Centre while 36 participants (41%) indicated they have access the SCS, the survey had a total of 27 individuals' participant in the survey. Most of the participants (79%) indicated that they had accessed services at PHR, prior to the opening of the SCS. 58% who had completed the SCS survey identified as male, 34% identified as female and 4% identified as gender neutral.



Living Conditions:

Half of the participants (61%) were either homeless (30%) or couch surfing (23%) or staying at a shelter (8%). While 39% were either renting a house or apartment (27%) or were renting a room in a shared house (12%).



10 individuals either rented an apartment/ house or rented a room in a shared house. 70% of participants paid between \$601.00 - \$800.00 for rent, while 20% paid between \$801.00 - \$1,000.00 and 10% paid between \$401.00 - \$600.00

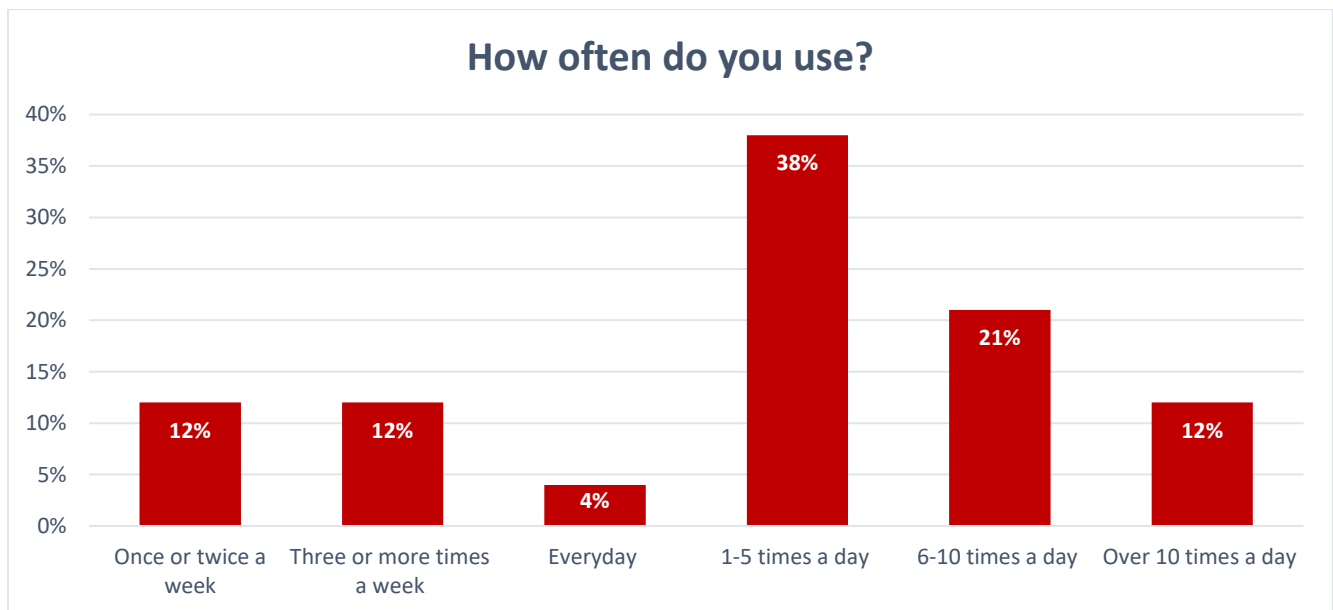
Currently the SCS is open from 10 AM to 4 PM. Participants were asked what times they like the SCS would to be opened, while several participants indicated they would like to SCS to be open 24/7 at a minimum they would like the SCS to be open earlier (8:00 AM) until later (8:00 PM).

- **88%** - Open from 8:00 AM - Noon
- **88%** - Noon - 4:00 PM
- **92%** - 4:00 PM – 8:00 PM
- **75%** - 8:00 PM – 12:00 PM
- **50%** - Midnight – 4:00 AM
- **46%** - 4:00 AM – 8:00 AM

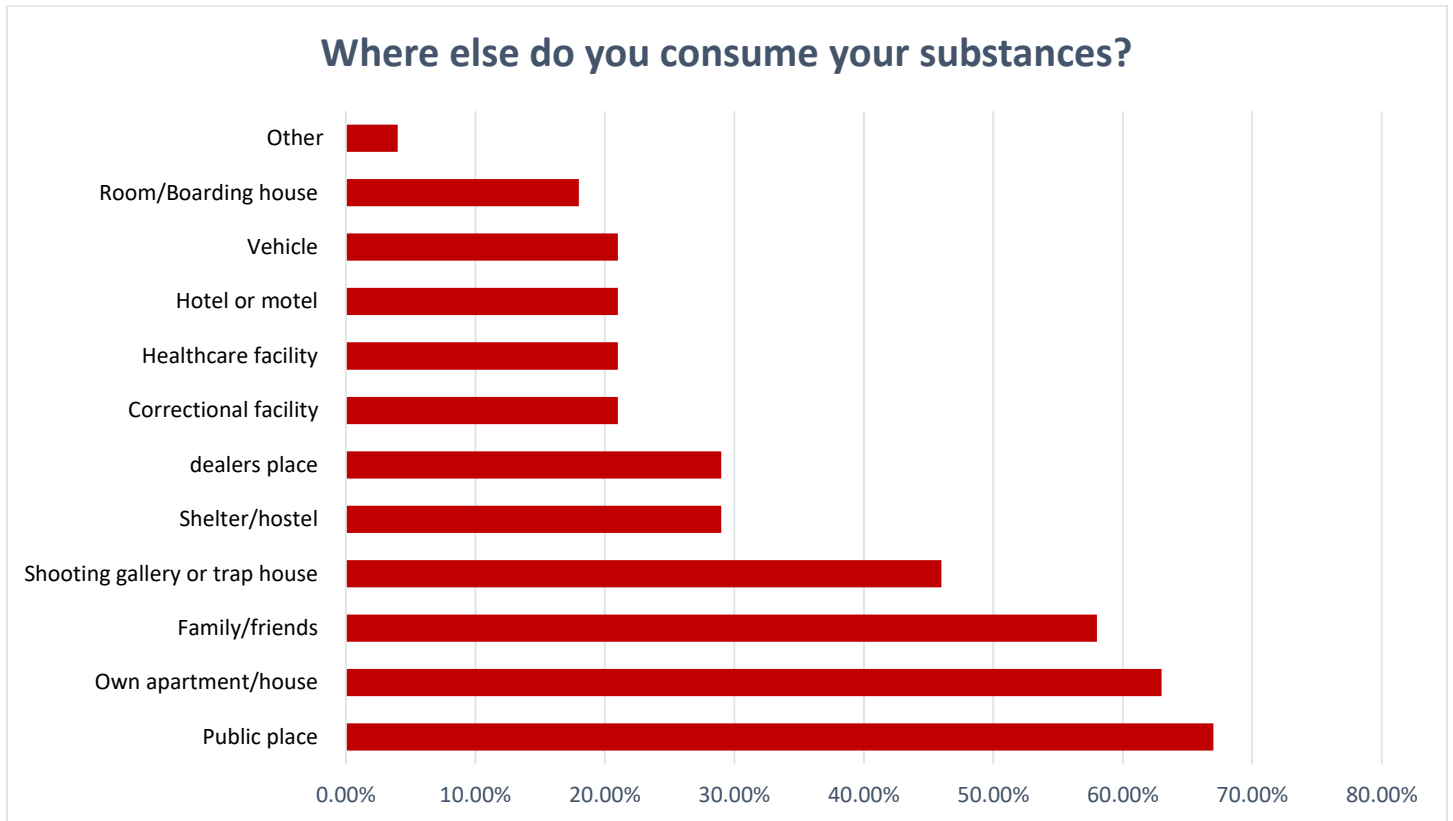
Participants indicated they would like the site to be open later due to people using on the streets and the number of overdoses occurring in the evening.

On average nine participants (41%) indicated they had waited between 1-10 minutes to access the SCS, while 32% (7 participants) indicated a wait time of 11-30 minutes and 23% (5 participants) indicated a wait of 30 minutes. Like waiting to access the SCS, participants (41%) indicated they would only wait a maximum of 10 minutes to access the SCS, if they had to wait longer, they would either go to the back-alley and or find another place to take a hit. Twelve participants (55%) indicated they would wait 30 minutes to use the SCS.

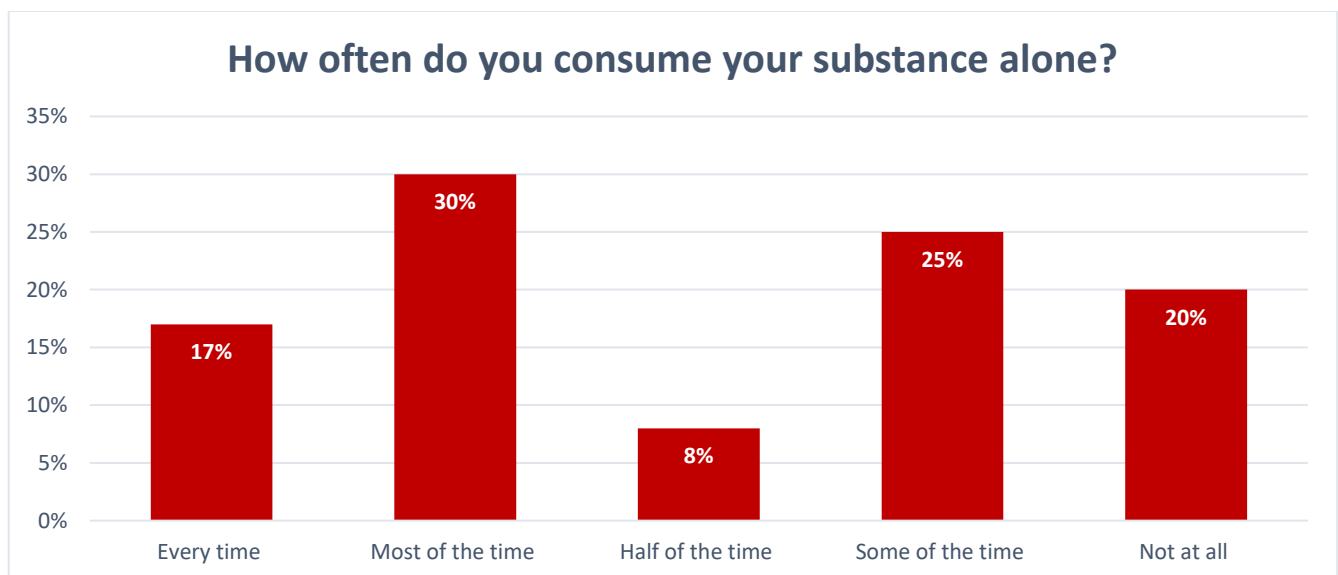
Many of the participants (38%) indicated they consume their substances multiple times a day (between three to five times), while 21% indicated using 6-10 times per day, while 12% indicated using more than 10 a day.



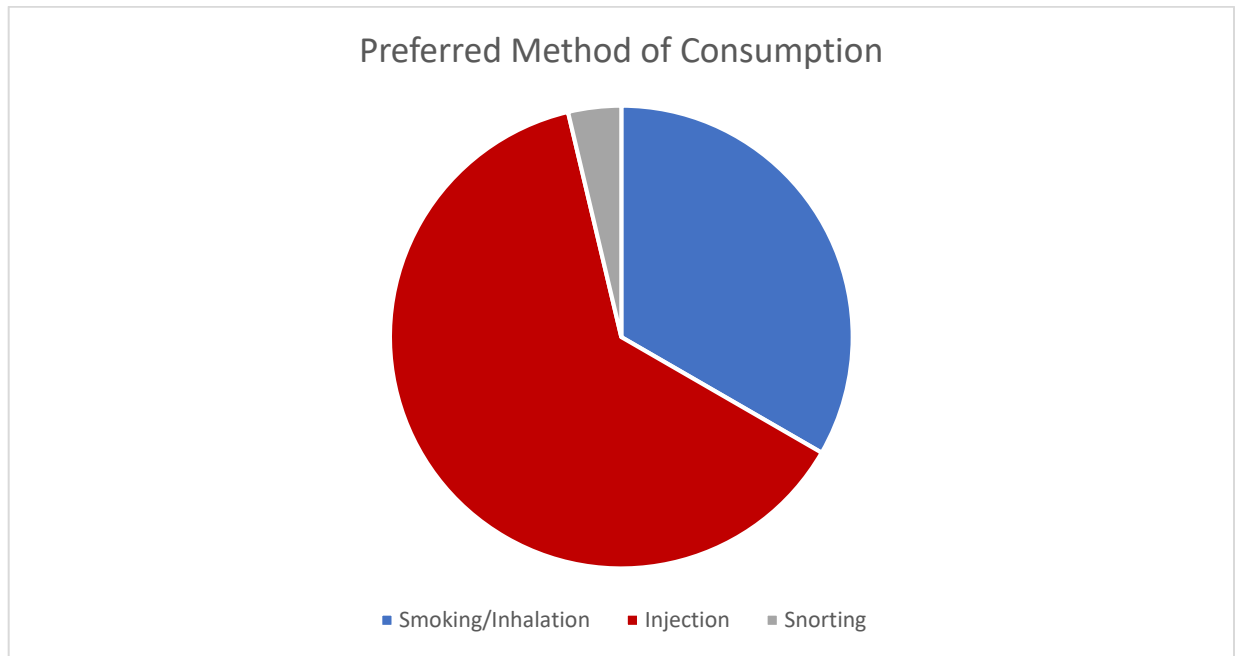
When not at the SCS, participants consume their substances at several different location. The top four were public place (Ex: back-alleys, streets, apartment stairwells) (67%); own apartment/house (63%); family/friends (58%); shooting gallery/trap house (46%)



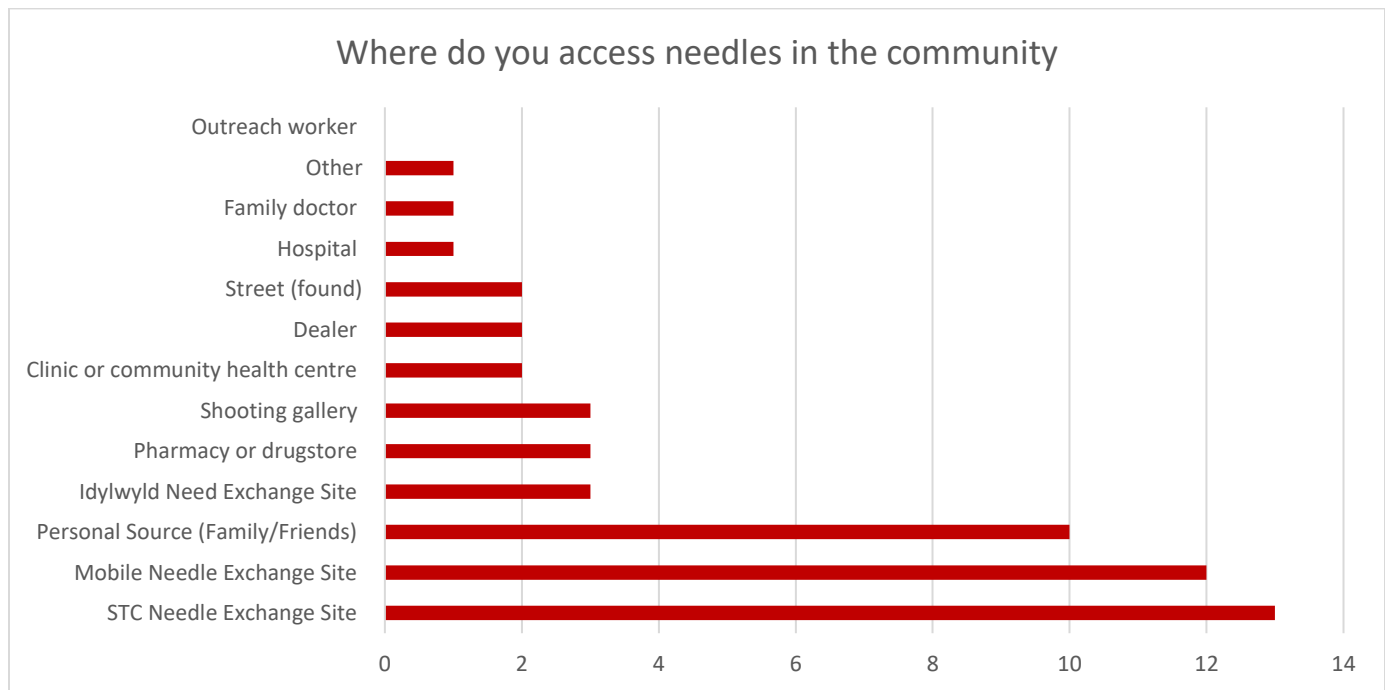
When not at the SCS, 30% of participants indicated they consume their substance alone most of the time, while 25% indicated they consume their substances by themselves 25% of the time.



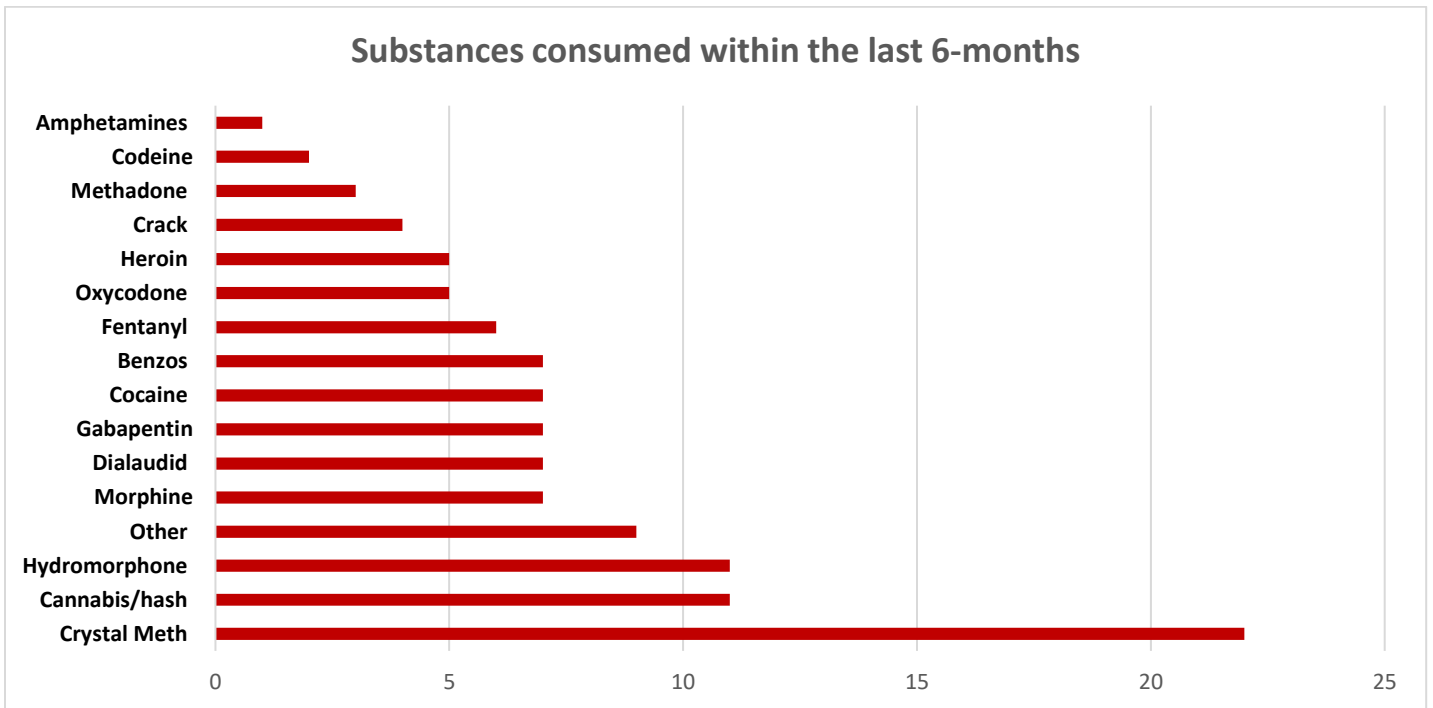
The preferred method of consumption was injection, (63%) followed by smoking/inhalation (33%), and snorting (4%). A few of the participants indicated both injection and smoking as their preferred method as they were trying to move towards smoking their substances rather than injecting.



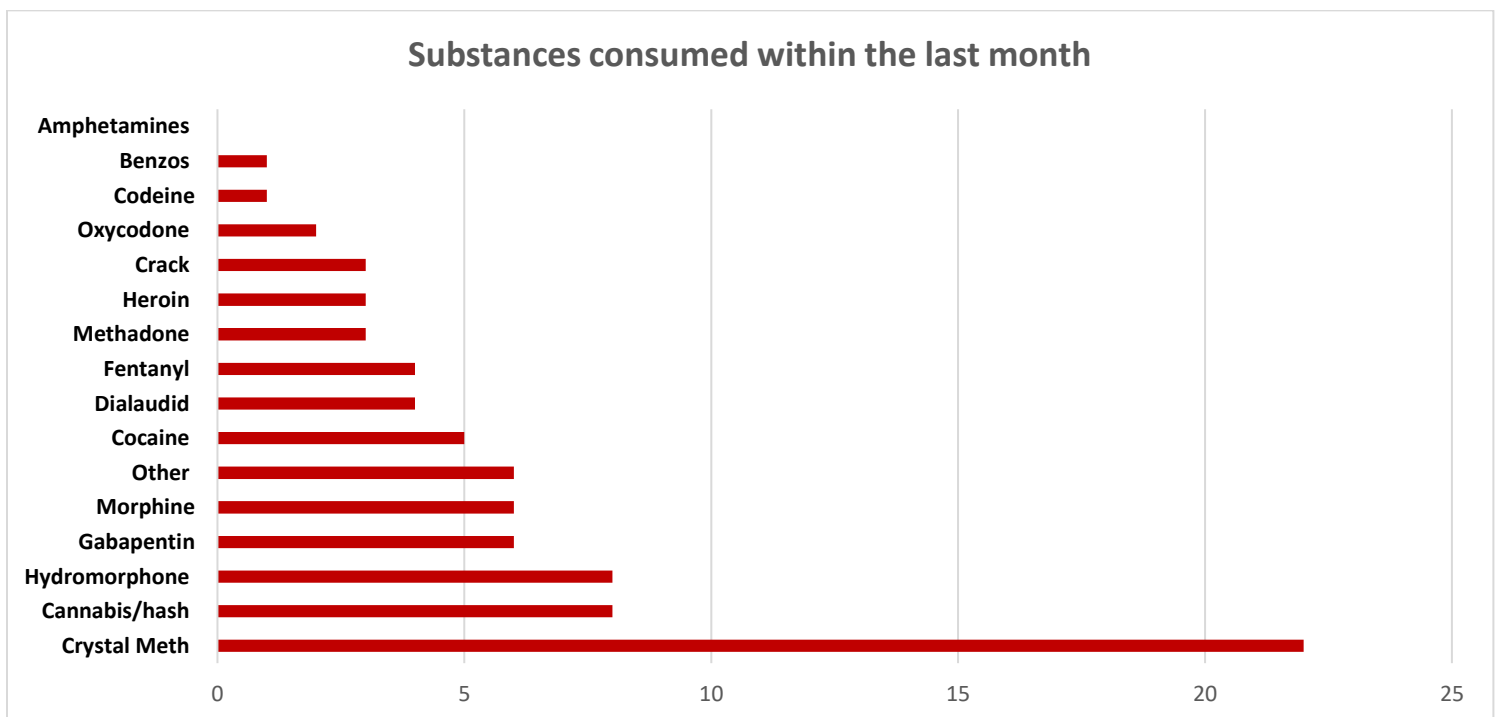
When not at the SCS, the top three places where PWAS access needles in the community were 1) STC Needle exchange; 2) Mobile Needle Exchange; 3) Personal source (family and/or friends).



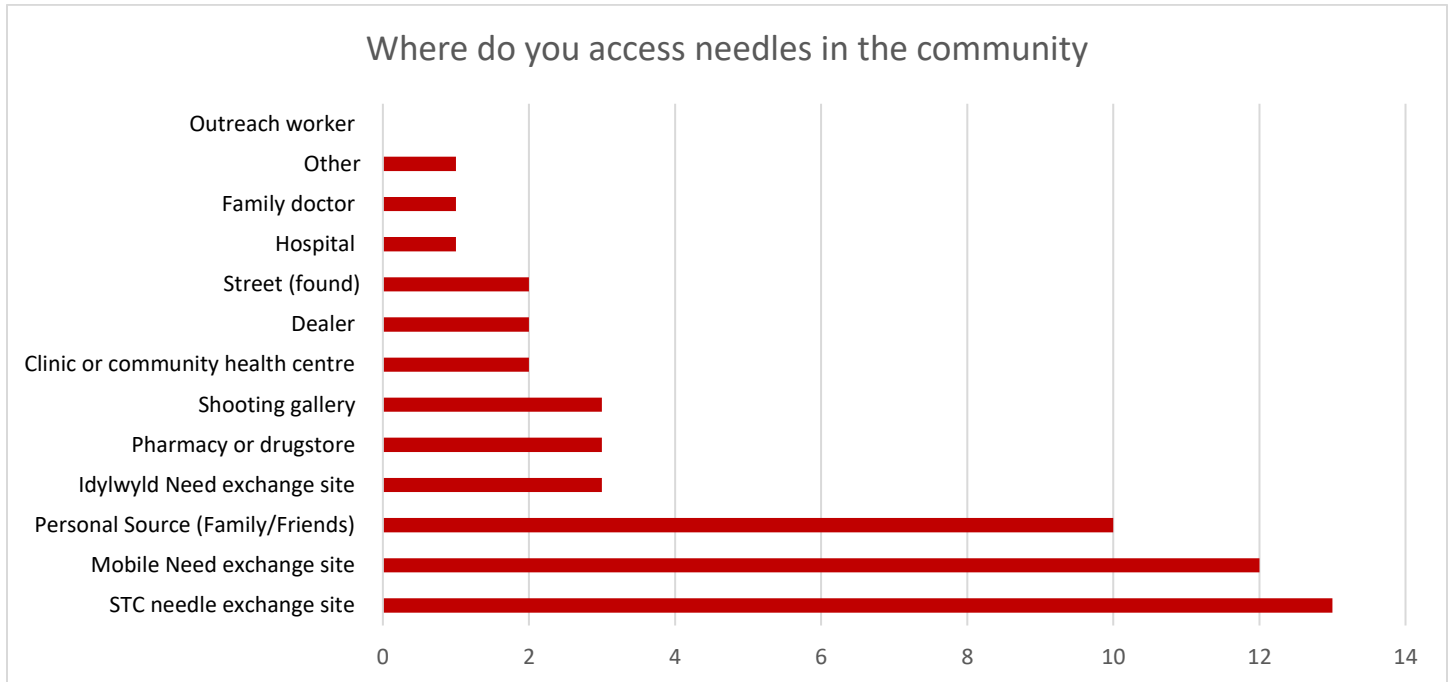
The top three substances that have been used within the past month and six month period were: Crystal Meth, Cannabis/hash, and Hydromorphone. Within the last six months, 92% of participant indicated they had consumed Crystal Meth, 46% consumed Cannabis/hash and 46% had consumed Hydromorphone.



Within the last month, 92% of participants consumed Crystal Meth, 33% consumed either Cannabis/hash and/or Hydromorphone and 25% had consumed either Morphine and/or Gabapentin.



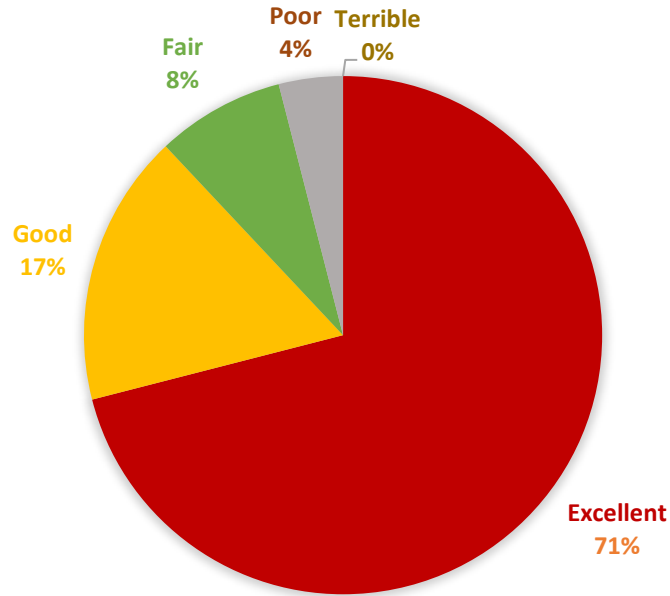
The majority (63%) of participants preferred method of consumption was injection, 33% was smoking and/or inhalation and 4% preferred snorting. For participants who preferred injecting, when not at the SCS, participants accessed needles at several locations, the most popular being the Saskatoon Tribal Council (STC) needle exchange site, mobile needle exchange and personal source (either a friend and/or family member).



When asked if there were any barriers that prevented participants from accessing the SCS, 83% of participants indicated yes. The biggest barrier participants indicated were the operating hours and lack of transportation to the SCS. Most of the participants, 83% indicated that they felt comfortable and safe coming to the SCS, while 13% were neutral and 4% disagree. Participant who indicated did not feel safe coming to the SCS was due to the gang activity (outside of building) and one participant indicated they did not like being watched while consuming their substance. Similarly, 88% of participants indicated that they felt that the staff at the SCS cared about their concerns, while 8% were neutral and 4% did not think the staff at the SCS cared about their concerns.

Overall, 88% of the participants indicated that the quality of services at the SCS were either excellent (71%) or good (17%). Participant indicated the environment at the SCS was good and that the staff at the SCS and PHR are doing a good job. Recommendations to improve the services included: a place to lay down to inject (judging), be able to have two people smoke/share a bowl together, box for rigs in the bathroom, place to clean up (showers), laundry service, have bus route maps (how to get to the SCS), bulletin board (missing person, murder and missing Indigenous women), have activities to do afterwards.

QUALITY OF SERVICE AT PHR SCS



Participants indicated they would like to see the following services at the SCS:

- 88% - Art to be on the wall
- 71% - Music to be at the booths
- 67% - Music in waiting area
- 67% - More health information available
- 58% - Plants
- 50% - Videos
- 8% - Other (Have candy and beverage (pop and/or juice)) available)

***“Everyone on staff is amazing.
Thank God they are here.
Consider staff more like friends.”***