



## Consultation Survey about Enhancing Harm Reduction Services in Ottawa

In order to serve the health needs of people who use injection drugs and the needs of the broader community in Ottawa, Ottawa Public Health (OPH) and its community partners offer a variety of harm reduction services. For example, OPH offers services such as:

- Needle and syringe distribution program;
- Teaching about safer drug use;
- Naloxone kits to reverse the effects of an overdose and overdose prevention training;
- Testing for Chlamydia, gonorrhea, HIV, hepatitis C;
- Pregnancy testing, emergency contraception, vaccinations and first aid; and,
- Referrals to other health and social services.

On June 20, 2016, Ottawa Public Health presented a report to the Ottawa Board of Health about enhancing harm reduction services. The Board directed Ottawa Public Health to consult the public on options to enhance harm reduction services which will lead to a healthier and safer community. The options to enhance services include: longer hours of service; increased number of harm reduction service locations; and, two (2) specific tools that are currently not offered in Ottawa:

1. Harm reduction dispensing units (HRDU)
2. Supervised injection services (SIS)

We would like your opinion about enhancing harm reduction services.

**This survey should take about 10 minutes to complete.** Your participation is voluntary and your answers will be anonymous and confidential. You can choose not to answer or you can skip questions, and you may stop the survey at any time. Participating in this survey will not affect your ability to access Ottawa Public Health services. Results of this survey will be used when making decisions about enhancing harm reduction services. Your answers may be used in a summary report that will be posted on the Ottawa Public Health website. No personal information will be used in a report or presentation.

Please do not give any private information such as your name or address.

If you would like more information about harm reduction services and topics asked about in this survey, please visit [OttawaPublicHealth.ca](http://OttawaPublicHealth.ca).

If you feel sadness or experience any other negative emotional reaction participating in this survey, here are some links to resources that might help:

- [www.ottawa.ca/mentalhealthresources](http://www.ottawa.ca/mentalhealthresources)
- The Distress Centre 613-238-3311 (English only)
- Mental Health Crisis Line 613-722-6914 (English and French)

**Will you take a few minutes to share your thoughts? (if no, please discontinue survey)**

- Yes
- No

**Question 1: Do you live or work or go to school in Ottawa? (if no, please discontinue survey)**

- Yes
- No

**Question 2: Are you 16 years of age or older? (if no, please discontinue survey)**

- Yes
- No

**In the following section, we will ask for your opinion about:**

- **Harm reduction services in general**
- **Access to harm reduction services in Ottawa**
- **Two (2) specific harm reduction services**
- **Any additional harm reduction services that you would like to see in Ottawa**

**Question 3: Before reading further, do you have comments you would like to share about harm reduction services in Ottawa? Do you think more services are needed? Do you think less services are needed?**

### **Increasing Access to Harm Reduction Services**

Ottawa Public Health believes that harm reduction services, such as needle and syringe programs, need to be enhanced to better protect people in Ottawa who inject drugs and to better protect our community.

Harm reduction services are currently offered in 22 fixed locations across Ottawa available during business hours during the day Monday to Friday, and through three (3) mobile vans that operate during evening hours.

These are the 22 fixed locations offering harm reduction services:

- AIDS Committee of Ottawa – 19 Main Street
- Carlington Community Health Centre – 900 Merivale Road
- Centre 454 – 454 King Edward Street
- Centre 507 – 507 Bank Street
- Centretown Community Health Centre – 420 Cooper Street
- Elizabeth Fry Society – 302-211 Bronson Avenue
- Lowertown Community Resource Centre – 40 Cobourg Street
- Needle Exchange & Safer Inhalation (NESI) at the Somerset West Community Health Centre – 55 Eccles Street
  - NESI mobile van
- Ontario Addictions Treatment Centres (OATC)
  - 401 Somerset Street West
  - 1318 Carling Avenue

- 263 Montreal Road
- Operation Come Home – 150 Gloucester Street
- Ottawa Freedom Centre – 265 Montreal Road
- Ottawa Public Health
  - Site Office - 179 Clarence Street
  - Site mobile van
- Sandy Hill Community Health Centre – 221 Nelson Street
- Scotties Spot
  - 4000 Bridle Path Drive
  - 92 Montreal Road
  - 367 Bank Street
- Shepherds of Good Hope – 230 Murray Street
- South-East Ottawa Community Health Centre – 1355 Bank Street
- Sex Trade Out Reach Mobile (STORM) mobile van (Minwaashin Lodge)
- Youth Services Bureau – 147 Besserer Street
- Wabano Centre for Aboriginal Health – 299 Montreal Road

**Question 4: Do you think that offering harm reduction services in more areas of the city would be beneficial? (Please select one only)**

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

**Question 5: Do you think that harm reduction services having longer hours would be beneficial? (Please select one only)**

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

**Question 6: Do you have any concerns about harm reduction services having longer hours or more locations? (Please select one only)**

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

**Please explain: (optional)**

**Please tell us what you think about two (2) specific tools used for harm reduction that are not currently offered in Ottawa:**

**(A) Harm reduction dispensing units; and,**

**(B) Supervised injection services.**

**(A) Harm reduction dispensing units (HRDUs)** are machines that distribute safer drug using supplies, such as needles, only to people who have been given special tokens by harm reduction program staff. Only those with tokens can access the supplies. HRDUs are placed in areas of the city that do not have harm reduction services or when harm reduction services are closed. In other cities where HRDUs are used, the machines are located in areas with a lot of drug using activity.

**Question 7: Do you think that having harm reduction dispensing units in Ottawa would be beneficial? (Please select one only)**

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

**Question 8: Do you have any concerns about having harm reduction dispensing units in Ottawa? (Please select one only)**

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

**Please explain: (optional)**

**(B) Supervised injection services** provide a safer and cleaner space for people to inject drugs under the supervision of a nurse. The nurse may help in case of an emergency such as a drug overdose. The nurse can also provide clinical services, health teaching, and referrals to other services.

**Question 9: Do you think that having supervised injection services in Ottawa would be beneficial? (Please select one only)**

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

**Question 10: What benefits do you think supervised injection services in Ottawa would provide? (Select all that apply)**

- Reduce the risk of injury and death from drug overdose
- Reduce public drug use (on street/in parks)
- Increase safety within the community
- Help reduce the risk of infectious diseases like HIV/AIDS and hepatitis C
- Link people who use drugs or their affected family members with health, treatment and/or social services
- Reduce workload of ambulance/ police services
- Reduce discarded needles (on street/in parks)
- Other, please specify \_\_\_\_\_
- There may or may not be benefits, I'm not sure
- I don't think there are benefits

**Question 11: Do you have any concerns about having supervised injection services in Ottawa? (Please select one only)**

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

**Question 12: What concerns do you have about supervised injection services in Ottawa? (Select all that apply)**

- Decrease in personal safety
- Decrease in property values
- Increase in discarded needles on the street
- Decrease in business/profits
- Increase in crime
- Decline in neighbourhood cleanliness/quality of life
- Decrease in safety of my children/dependents
- Increase in drug use
- Increase in drug selling/trafficking in the area
- Increased presence of people who use drugs in the neighbourhood
- Negative impact on reputation or image of the community
- Other, please specify: \_\_\_\_\_
- I may or may not have concerns, I'm not sure
- I have no concerns

**Question 13: Do you have recommendations for how to address community concerns about supervised injection services in Ottawa? (Select all that apply)**

- Provide information to the community about the goals and benefits of supervised injection services
- Increase police presence in the area
- Increase lighting in the area around where the supervised injection service/s is/are located
- Establish a process to receive community feedback (e.g. a phone number or email address)
- Establish a community advisory group to identify and address issues as they emerge
- Evaluate services, share results with community, and respond to evaluation results
- Other, please specify: \_\_\_\_\_
- I have no suggestions

There are three (3) models for providing supervised injection services: <sup>[1][2]</sup>

**1. Fixed service that is integrated within existing health and harm reduction services**

In this model, supervised injection services are offered with other services for people who use drugs. Other services may include harm reduction services, drug treatment, health care, housing, and other social services. With this model, clients can access many needed services in one place.

**2. Fixed service that is stand-alone, not within existing health and harm reduction services**

In this model, the service is a supervised injection site only. It is not with other services as with the model above. It provides a supervised, safe space for people to inject drugs. Staff can refer people to other agencies for services such as harm reduction services, drug treatment, health care, housing, and other social services.

**3. Mobile service is a van that can travel around the city to meet clients where they are**

This service is offered using a specially fitted van that has one (1) to three (3) safer injection booths where between 1 and 3 people can inject at once. As with fixed, stand-alone sites, a mobile van offers harm reduction services such as needle and syringe programs (NSP), testing for HIV and hepatitis C, and referral to other services. The mobile service can travel to where people need services.

[1] Drug Consumption Rooms in Europe Models, Best Practice & Challenges (2014). Available: [http://www.eurohrn.eu/images/stories/pdf/publications/dcr\\_europe.pdf](http://www.eurohrn.eu/images/stories/pdf/publications/dcr_europe.pdf)

[2] TOSCA Report (2012) <http://www.catie.ca/Sites/default/files/TOSCA%20report%202012.pdf>

**Question 14: What model(s) do you think would be appropriate for supervised injection services in Ottawa? (Select all that apply).**

- Fixed service that is integrated within existing health and harm reduction services
- Fixed service that is a stand-alone service, not within existing health and harm reduction services
- Mobile service or van that can travel anywhere in the city to meet clients where they are
- I don't know
- Prefer not to answer
- I don't think there should be supervised injection services in Ottawa

**Question 15: Do you have any other comments or suggestions about harm reduction services in Ottawa? (optional)**

**Please tell us about yourself.**

**Question 16: Which of the following represents you? (Select all that apply)**

- I have never used harm reduction services
- I currently use harm reduction services
- I don't currently use harm reduction services but have used them in the past
- Someone I know uses or has used harm reduction services
- I work for an agency that offers harm reduction services
- I work for an agency that supports people who use drugs but does not offer harm reduction services
- I am a health practitioner (e.g. nurse, doctor, etc.)
- I am a student
- I am a first responder (Paramedics, Police, Fire)
- I am a business owner
- Other (please specify) \_\_\_\_\_
- Prefer not to answer



**Question 17: Please indicate your age.**

- 16 to 24 years
- 25 to 34 years
- 35 to 44 years
- 45 to 54 years
- 55 years and older
- Prefer not to answer

**Question 18: Please provide your postal code OR the nearest major intersection where you are living or staying. This information will be used to make sure we have heard from people in all areas of the city.**

- Postal Code: \_\_\_\_\_
- Nearest major intersection: \_\_\_\_\_
- Prefer not to answer

**Question 19: What was the annual total income of your household before taxes and deductions for 2015?**

- less than \$20,000
- \$20,000 to under \$40,000
- \$40,000 to under \$60,000
- \$60,000 to under \$80,000
- \$80,000 to under \$100,000
- \$100,000 or more
- Don't know
- Prefer not to answer



### Thank you.

For more information about harm reduction services offered by Ottawa Public Health, please visit the OPH Site Needle and Syringe Program website at [www.ottawa.ca/en/residents/public-health/healthy-living/clean-needle-syringe-program](http://www.ottawa.ca/en/residents/public-health/healthy-living/clean-needle-syringe-program).

If you have any questions about this survey, please contact the Site Needle and Syringe Program, Ottawa Public Health by email: [site@ottawa.ca](mailto:site@ottawa.ca).

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