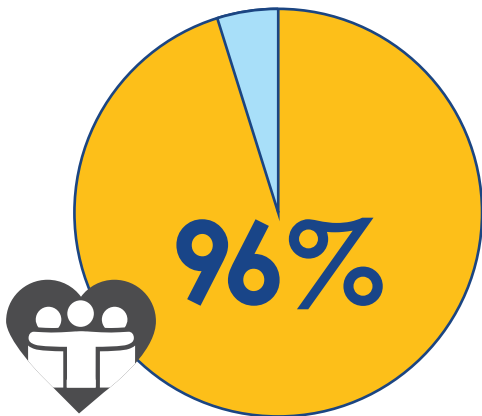


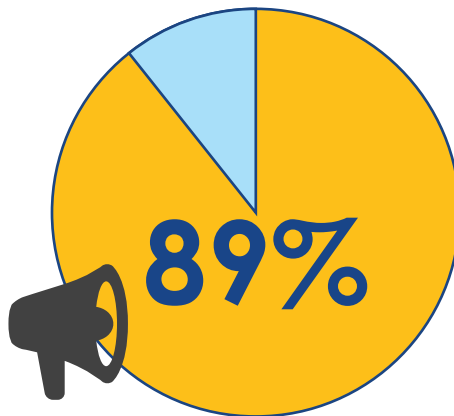
Saving Lives. Changing Lives.

What do people who use the site think about TOPS?

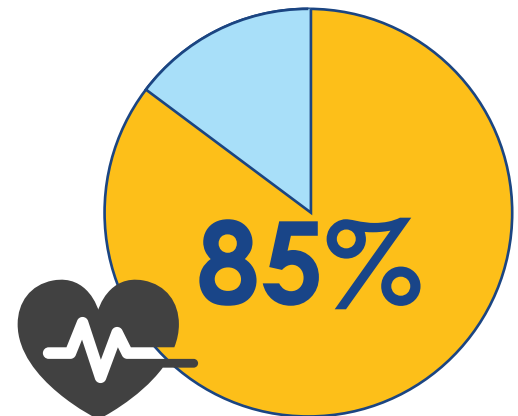
Client Satisfaction



of clients rated **QUALITY** of **SERVICE** and **CARE** from staff as good or excellent

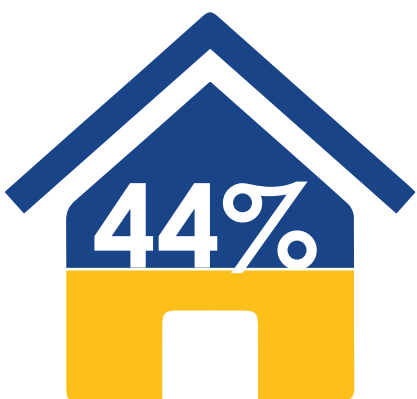


of clients were likely or extremely likely to **RECOMMEND** the site to others



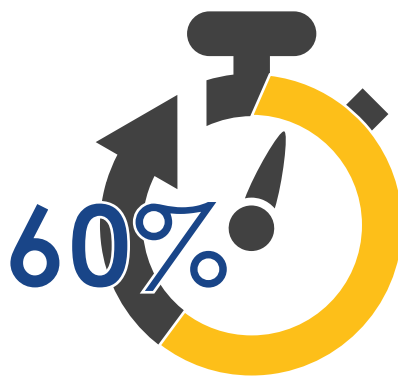
of clients rated **TOPS** as a good or excellent place to take or use drugs

Service Delivery



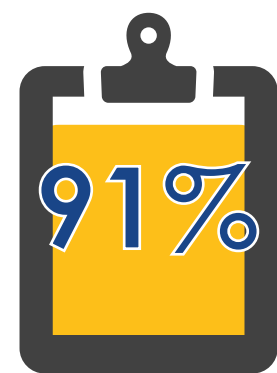
of clients stated that the **HOURS** rarely or never get in their way of using the site

Longer Hours recommended



of clients stated that **WAIT TIME** was rarely or never a barrier that gets in their way of using the site

Problematic when client volume is high as clients may leave



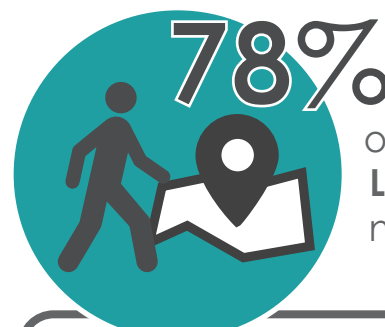
of clients stated that the **RULES** and **REGULATIONS** rarely or never get in their way of using the site

Code of Conduct respected

Space Design and Location

- ✓ welcoming
- ✓ comfortable
- ✓ inviting
- ✓ open room layout encourages conversations

- ↓ Limited space
- ↓ Challenging to have privacy for counselling and medical services



of clients stated that the **LOCATION** was rarely or never a barrier for them to use the site

Considerations for future sites:

Identified need for multiple sites in London
Next to Needle Syringe Program
Close to shelters

TOPS Evaluation conducted Summer of 2018

Customer Satisfaction Surveys (n=105)

Client Interviews (n=26)

TOPS Staff/Leads (n=17)

Stakeholders (n=9)

For more information: health@mlhu.on.ca