

Saving Lives. Changing Lives.

What influence has TOPS had on people who use the site?

Provides a safe, clean & secure space

Clients are less worried of...

- overdosing
- other people taking their drugs
- getting caught using in public or in shelters



"The staff just have big hearts. Even when I see them outside they help me. They are like a friend in my pocket"

[Data Source: Client Interview]

Staff are...

- warm
- friendly
- caring
- non-judgemental
- knowledgeable
- skilled at de-escalation



Improves safer drug use practices

 **74%**

of clients agreed that they have **LEARNED TIPS** at the site to use drugs more safely

 Increased knowledge of how to use drugs more safely

72% 

of clients indicated that they are **REUSING GEAR** less often since using the site

 Increased access to free, clean gear
Reduced illness

76% 

of clients reported **INJECTING less IN PUBLIC SPACES** since using the site

 Less public drug use and discarded gear

Builds relationships & connections

- ✓ having someone trusted to talk to and who listens
- ↑ increased feelings of acceptance
- ↑ increased feelings of being valued and cared for
- ↑ increased sense of community and belonging

- ↓ Not feeling judged
- ↓ Not feeling stigmatized

 **95%**
of clients feel **ACCEPTED** at the site

"I feel that I belong somewhere. . . I do not feel like an outcast. I walk in here and it's a family. For once in my life. I feel like I belong."

[Data Source: Client Survey]