



# **Evaluation of the Mobile Access Project (MAP)**

Report to the Vancouver Agreement Women's Strategy Task  
Team

May 31, 2006

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## **ACKNOWLEDGEMENTS**

The evaluation team would like to acknowledge the contributions of women who were users of the van through their participation in surveys and in sharing of experiences and recommendations. We would also like to thank the MAP staff, past and present, for their willingness to be interviewed, their open and honest responses, and their commitment to the process of implementing and operating the van. We are indebted to the many stakeholders who participated in interviews and lent their perspectives on the processes involved in mobilizing MAP. Agencies interviewed for the evaluation agreed that the success of MAP is a result in large measure of the enthusiasm and skills of the Vancouver Agreement Women's Strategy Task Team. The partnership between the Task Team, WISH, and PACE provided consistency and strength beyond the capabilities of the individual agencies.

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## EXECUTIVE SUMMARY

The Mobile Access Project (MAP) is a three year pilot project administered in partnership by the WISH Drop-in Centre Society (WISH), the Prostitution Alternatives Counselling and Education Society (PACE), and the Vancouver Agreement Women's Strategy Task Team to address violence against women sex workers in the Downtown Eastside (DTES) of Vancouver. The objectives of MAP are to increase the number of safe places for sex workers in Vancouver, increase access to violence prevention services and information on health and addiction treatment services, and decrease preventable deaths, injuries and illness.

After a very short planning phase lasting only eight months, MAP was implemented on March 15, 2004. Achieving a key objective for the project, that is the provision of opportunities for training and employment for former sex workers, led to early challenges, as MAP peer support workers were at different stages in their journey out of sex work and many had concurrent drug use issues. After an initial rapid turnover of staff, the situation has stabilized to one out of the full complement of coordinator, 2 support workers, 2 drivers, and 10 peer support workers changing each year. The number of contacts with women using the van has expanded rapidly from 500 in the first month to a mean of approximately 1500 per month in 2006.

Over 90% of a cohort of 97 sex workers interviewed for this evaluation indicated that the van made them feel safer on the street. Sixteen percent of van users recall a specific incident in which the van's presence prevented them from being physically assaulted and 10% could think of an incident when it had prevented them from being sexually assaulted. Fifty-seven percent of women had reported bad dates to van staff.

As well, MAP has fulfilled its mandate for harm reduction through prevention of sexually transmitted diseases. The mean number of condoms and needles distributed and used needles collected has risen steadily since its inception. Currently the van collects about 1200 used needles per month. Detailed data from Vancouver Injection Drug Users Study (VIDUS) indicated that MAP was reaching the most marginalized women in the DTES. None of the VIDUS participants who accessed MAP had lent used needles to anyone else.

The evaluation concludes that MAP is meeting its stated objectives and recommends:

1. Consistent and sustainable funding for MAP.
2. Financial and organizational support for a 24/7 safe place for women in the DTES.

The following are recommendations highlighted from among those listed at the end of each chapter:

1. Continued participation of sex workers in the ongoing management and operation of MAP.
2. Modification of the training program to integrate time spent in the classroom, in the community and on the van over six weeks on a part time basis.
3. Review of the communications plan for MAP and with continued efforts to target select audiences, particularly the police, with scheduled follow-up.
4. Strengthened relationships with agencies that care for minors for the purpose of making referrals.
5. Through their knowledge of agencies and their staff, encouragement by van staff of women to access available sources of food and clothing.
6. Implementation and funding of a process for annual review of MAP.

# 1 Introduction

In Vancouver, the disappearance of over sixty women from the downtown east side beginning in 1985 set the stage for a “Call to Action” from a newly formed “Coalition of Experiential Women.” In March 2003, the Coalition, consisting initially of 15 women from six communities across BC who were former or current sex workers, hosted a forum with community agencies and government representatives to develop strategies to protect the safety of women working in the sex trade.<sup>1</sup> The forum, funded by the Status of Women Canada, the Government of Canada, the Government of BC and the City of Vancouver concluded that “*violence is both a precursor and a reality for girls and women engaged in sex trade work*” and called for “*24 hour services, including mobile services, where women have access to shelter, showers, food and individuals, independent of the police, to whom they can report brutality and violence.*”

On some fronts, concern about the safety of women in the Downtown Eastside (DTES) had been under discussion for years. In 1993 the BC Ministry of Women’s Equality commissioned a study, coordinated by the Downtown Eastside Youth

The Women’s Strategy Task Team is co-chaired by Status of Women Canada, Regional Director, BC/Yukon and the BC Ministry of Community, Aboriginal and Women’s Services, Inner City Partnership Branch Director. Additional members in the Task Team include:

- City Manager’s Office, Special Programs Director
- BC Ministry of Community Services, Stopping the Violence Program Director
- Public Health Agency of Canada, Regional Coordinator for Emergency Preparedness and Response
- Canadian Centre for Excellence in HIV/AIDS, Vancouver Injection Drug Users Research Group
- A representative from the Coalition of Experiential Women.

The Vancouver Agreement is a five year urban development agreement between three levels of government, the Government of Canada, the Province of BC and the City of Vancouver. It includes initiatives to address substance misuse, primary health care, law enforcement, housing, safety, and social and economic development. These initiatives are brought into effect through a number of task teams, one of which is the Women’s Strategy Task Team.

Activities Society (DEYAS), to assess the needs, concerns, and level of violence experienced by street-involved women in the DTES. Over 500 women in the sex trade took part. The report made a series of recommendations in light of the extensive physical and sexual violence reported by many women, including “*mobile outreach services....to provide crisis intervention and support to street level women who work in remote areas.*” This report identified a need for women-only resources available in the small hours of the morning that would be available at fixed locations to provide emergency medical help, resources and referral, and information for prevention of violence.

In March 2000, the Vancouver Agreement was signed to address issues in the DTES. The goal of the Women’s Strategy Task Team, funded by the Vancouver Agreement, was to provide immediate support and stabilization for women in order to realize the longer term objectives of obtaining safe housing and employment inside and outside the DTES. The Mobile Access Project (MAP) was developed in December 2003 as a partnership project amongst WISH, PACE, and the Vancouver Agreement’s Women’s Strategy Task Team to address the acute

necessity for immediate, responsive and coordinated change to reduce violence against women sex workers and to improve their access to counselling and basic and preventive health services. The project reflects the Vancouver Agreement's strategy "to make the community safer and healthier for the most vulnerable" with a direct link to the Vancouver Agreement's priority action "to develop safe places for women."<sup>3</sup>

The Women's Drop-in Centre Society (**WISH**) offers programs to women in the sex trade in the Downtown Eastside including a Drop in Centre, a pre-employment training program and a learning centre. They are governed by a volunteer Board of Directors and advised by a Women's Advisory Group. WISH was approached to partner with PACE because experiential women identified WISH as an organization they would like to help deliver the van service.<sup>1</sup>

<http://www.wish-vancouver.net>

The Prostitution Alternatives Counselling and Education Society (**PACE**) is a non-profit agency whose mandate is to increase the health, safety and rights of refusal for individuals involved in survival sex work, that is, individuals who lack the opportunity to refuse sex work. PACE develops, implements, and evaluates peer-led projects arising from the expressed needs of active and inactive sex trade workers. PACE was asked by WISH to join MAP.

<http://www.Pace-society.ca>

The specific objectives of MAP are to:

- Increase the number of safe places for survival sex workers/sex workers in Vancouver
- Assist women to increase their capacity to refuse survival sex work in high-risk environments
- Take steps to contribute to immediate and on-going harm reduction for women sex workers including
  - Access to basic violence prevention services
  - Increase access to information on health and addiction treatment services
  - Decrease preventable deaths, injuries and illness in the Vancouver area

The Vancouver Agreement provided initial support to WISH and PACE to implement a van service 7 nights per week from 11 pm to 5 am in the DTES. A vehicle (van) formerly used as an ambulance was contributed by the Province of British Columbia. The van was outfitted to include a small respite area with seating, basic first aid supplies, and a wide range of referral information. It is staffed by a project coordinator and by current and former sex workers as well as non-sex workers who provided the following services:

- Prevention of violence against women peer counselling
- Resource and referral information
- Facilitation of access to services and transportation
- Provision of condoms and clean needles
- Emergency medical help
- A place of respite and safety from violence

The MAP service was mandated in addition to:

- Develop a skill training pilot project to recruit, train, and employ experiential sex workers to work on the van
- Study and develop more effective approaches to “bad date” monitoring and reporting
- Support opportunities for leadership among women in the DTES

All women approaching the Van are provided with service. The only restriction to use of the van is violent or abusive behaviour.

At the conclusion of the first two years of operation, WISH and PACE partnered with the BC Centre of Excellence for HIV/AIDS and the UBC Department of Health Care and Epidemiology to conduct an evaluation of MAP. The MAP evaluation reports on formative stages of the project, the process of implementation, the impact of the van services on its users, health outcomes of women using the van, and sustainability of the service.

## 2 Planning MAP: A Formative Evaluation

The implementation of MAP involved participation with stakeholders, consultation with consumers, purchasing of supplies and equipment, hiring and training staff, and communication with the public. To assess how successful the planning process was for MAP, we interviewed key stakeholders, reviewed relevant administrative documents, and interviewed individuals involved in managing the project. Stakeholders interviewed for the evaluation included members of the Board of Directors and management team at PACE and WISH, funders, current or former members of the Vancouver Agreement Women's Strategy Task Team, members of the Coalition of Experiential Women, and MAP trainers.

A Formative Evaluation assesses whether implementation plans, procedures, activities and materials worked as planned. It addresses roles of stakeholders, consultation with consumer groups, logistics, publicity, staff training and use of resources. Stakeholders are defined as all parties who have an interest and/or an investment in the outcome of the program. They may include funders, organizers, managers and potential users of the service.

### Role of Stakeholders

Interviews with stakeholders revealed that as a group, stakeholders utilized a “hands-off” approach because they wanted PACE/WISH staff and experiential women to guide the project. They saw their role as facilitators and supporters of the project and focused on funding and process, rather than operational issues. Nurturing a partnership between WISH and PACE, rather than demanding that the two agencies undertake a competitive process for the MAP contract was seen as essential to the success of the project. PACE contributed the perspective of women in the sex trade, and WISH contributed their connection and service experience with women in the DTES based on their drop-in centre at which meals are served to approximately 100-150 women each night.

#### Government of Canada

**The Status of Women Canada**, Regional Director, B.C. and Yukon Region, served a key facilitating role for MAP as a member of the Vancouver Agreement Women's Strategy Task Team. In her own words: “my primary role was to facilitate the process and bring people together...to get a service in place and encourage the WISH/PACE partnership.” She invited potential funders to support the project and worked to “...harmonize the funding process, in order to lessen the bureaucratic burden on community organizations.” Accordingly, there was one reporting process for all of the funding agencies involved. The Status of Women Canada contributed \$50,000 per year for three years.

**The Public Health Agency of Canada**, (PHAC) Regional Coordinator for Emergency Preparedness and Response was also a member of the Women's Strategy Task Team. PHAC funded the organizational facilitation/coordination functions during the implementation phase. In practical terms, this involved building organizational capacity, ensuring liaison with multiple sectors, and the stitching together of various plans and



components. Funding from PHAC contributed to training for the MAP staff including the development of the training manual. PHAC contributed \$24,000 to MAP.

**Western Economic Diversification Canada** contributed because MAP's peer employment supported their strategic direction of creating new economic opportunities for communities. MAP offered a pilot pre-employment skills training program to sex workers. These sex workers were then employed as peer support workers on the van. The long term goal of MAP is to measure the amount of support and stabilization needed to provide sex workers in the DTES with safe employment. Western Economic Diversification Canada contributed \$150,000.

**Service Canada, Aboriginal Community Career and Employment Services Society (ACCESS)**. Aboriginal women participated in MAP as peer support workers on the van. Access contributed \$25,000 for capacity building with PACE and WISH related to the implementation of MAP.

### **Government of BC**

**The Ministry of Community Aboriginal and Women's Services**, Director, Inner City Partnership Branch, another member of the Vancouver Agreement Women's Strategy Task Team, acquired the van for MAP. She also helped to coordinate reporting requirements among the funding agencies. She provided in-kind support in the form of a policy analyst who functioned as the project's contract manager. The manager wrote grant applications, coordinated meetings, organized tasking, facilitated ongoing communication with funders and assisted WISH and PACE with hiring and other administrative tasks. The Ministry contributed \$50,000 per year for two years.

### **Vancouver Foundation**

The Vancouver Foundation is a philanthropic non-governmental community foundation that operates primarily as a permanent collection of endowed funds. The Vancouver Foundation supports new initiatives, pilot projects, and community-driven new initiatives. The Vancouver Foundation contributed \$50,000 in the first year of MAP. These funds supported the Peer Support Trainer, the development of training materials, and provision of certificates and peer support honoraria.

### **Van City Credit Union**

Through the PACE Society, Van City provided \$7,700 to support the MAP trainer.

### **City of Vancouver**

**City Manager's Office**, Manager of Special Projects worked closely with other members of the Vancouver Agreement Women's Strategy Task Team to plan a retreat and strategic planning session for MAP.

**The BC Coalition of Experiential Women** participated in the Women's Strategy Task Team. Two women played a vital role in advising with respect to services provided by the van, supplies carried, defining the route, and use of respectful language when referring to van users and workers (i.e. sex workers instead of prostitutes).

**WISH and PACE** developed a formal Partnership agreement over a period of five months and signed the finished document on December 15, 2003.<sup>3</sup> This agreement specified guiding principles, purpose of the agreement, roles and responsibilities of each organization, operational issues, personnel policies, communications, and policies for storage and access to research material, ethics, conflict of interest, and review of projects. The development of the agreement was supported by a facilitator contributed by the Status of Women Canada. Under the agreement, the partners agreed to administer and operate MAP through the establishment of a MAP Joint Management Committee. This Committee was the sole body empowered to report on MAP operations and activities to the Boards of both organizations. The Committee oversaw operations on a day-to-day basis. It was composed of six members: the Executive Director, a Board member and an experiential member contributed by each of PACE and WISH. Decision-making took place by consensus with a protocol for dispute resolution if needed. Members of the Management Committee assisted with hiring staff and peer training. The agreement paved the way for purchasing and outfitting the van, training and hiring staff, determining the van's route and protocols, planning for security and community liaison, purchasing supplies, and interacting with media. On March 15, 2004, the van officially went on the road.

### **Support and Agreement Among Stakeholders**

Key respondents interviewed agreed there was a high level of support, commitment and agreement amongst stakeholders. "The Women's Task Team was for real - determined, focused and competent." Despite the challenges of forging new working relationships between participating organizations and developing a new service model, the planning process and launch of MAP took only one year. The intention of the Women's Strategy Task Team was to move as quickly as possible, in order to help women on the street who were constantly vulnerable to violence. Those involved in the planning gave a mixed response to this time frame. On the one hand, said respondents interviewed, the short time frame was cost-effective. It also helped maintain momentum, which in turn helped keep the process from getting bogged down by competing perspectives. On the other hand, some members of the Board of Directors of WISH and PACE felt that they did not have enough time to develop strong relationships. Since the focus of interaction between the two agencies was between the Executive Directors, changes in individuals in these positions could have potentially put the organizational relationship at risk. Many respondents commented on the commitment of the two Directors to developing and maintaining a productive working relationship. "Sure, mistakes were made, but to have the humility and resilience and strength to go back and listen to some hard things is a commendable feature they both have." "They were some of the hardest, most diligent workers I've met."

One respondent commented on the improved awareness within different levels of government of the risks that sex workers were exposed to and an understanding that many of these could be mitigated.

### **Consultation with Consumers**

A member of the BC Coalition of Experiential Women noted that the Women's Strategy Task Team was the only task team that had community representation and activists with the perspective of "frontline" workers. This added to a sense of trust in the process on the part of

women in the DTES. Coalition members felt that they were listened to and that their contribution was valued. An example was the decision to heed their advice to have sex workers on the van rather than nurses and to focus on safety and referral as opposed to health care services. The inclusion of experiential women in the Joint Management Committee “increased women’s trust with PACE and WISH because they felt heard” and was viewed by observers as making the service more relevant to the needs of sex workers.

The rapid implementation of MAP truncated the amount of time available to communicate the purpose of the service to sex workers. One respondent said, “When I spoke with women on the street, they thought services were being taken away from them, rather than that they were getting more services ... there wasn’t enough time to outreach with the women and raise the van’s profile.”

## **Outfitting the Van**

The van was first envisioned as a bus, then a Winnebago, but ended up as a re-purposed ambulance. Respondents recall how this happened: “At the time, due to Provincial government cutbacks, there was a street surplus of ambulances, and two provincial government officials went shopping for a surplus ambulance.” The van was ‘sold’ to the Partnership for \$2,800 and the Partnership was then reimbursed for this amount by the provincial government. Preparations of the van included stripping all exterior hardware associated with its former role as an ambulance. It was painted an innocuous colour so as to attract as little attention as possible. Existing cupboards and counters lent themselves well to the needs of the service, with the provision of a small area for sitting and talking and space for basic first aid supplies and resource documents.

## **Hiring and Training Staff**

The Partnership Agreement reads that the van “will be staffed by a project coordinator and by current and former sex workers and non-sex workers trained to provide the ...services as requested.” Postings for the positions were placed around the community. Former sex workers were encouraged to apply for the positions of Project Coordinator and Staff Trainer/Support. Postings stressed the need to ensure a safe and respectful environment for sex workers. The Hiring Committee for the Project Coordinator had a distinct composition. It required a member of each Partner’s Board of Directors, a staff member from each agency and two sex workers. For all the other positions, the Hiring Committee was similar but with the Project Coordinator replacing the two board members. MAP staff included in total: A full-time coordinator, a part time (0.5 FTE) trainer, two drivers, two support workers, and 10 peer-support workers (see appendices for job descriptions). Three women staffed the van on each shift. The coordinator participated in the training of staff as well as the trainer, in order to address gaps and needs as they arose.

Some employees found it difficult to make the transition to working in a structured environment and delivering support to women working on the street. The long hours were very demanding for women who were still dealing with issues of drug use and their journey out of sex work. Problems included absenteeism, lack of readiness to work due to substance abuse, and displays of anger and mood swings related to personal issues. The project may have been initiated more smoothly had there been specific policies in place to deal with some of the challenges presented by hiring street-entrenched sex workers with addiction or mental health issues. In the long run, said a respondent, this “cost a lot of resources and time.”

Comments from key informants offer insight into some of the dilemmas that the Joint Management Committee faced:

- “The staff trainer and coordinator should have been hired simultaneously because there was a lot of team-building with staff that the trainer wasn’t part of.”
- “We hired sex workers with addictions issues and we weren’t sufficiently skilled to handle the challenges this presented.”
- “Our expectations were much too high ... people from severely disadvantaged backgrounds have a high need for acceptance and approval and little experience dealing with performance feedback and conflict ... [there is also] a lack of a boundary between the professional and the personal.”

The project was also challenged in the beginning by a high turnover among coordinators. According to one respondent, “The original coordinator didn’t feel supported because there were many challenges ... there were very few employees without issues, which was a BIG problem. She [the coordinator] would’ve gotten rid of them but we kept going back to our objective of “offering employment to low-threshold employees ... it was burnout for her and she just left.” It was also noted that the salary for the coordinator was \$35,000. A higher salary may have attracted someone with the considerable skills and training needed to successfully lead MAP. It is worth noting that the Partnership Agreement commits PACE and WISH to oversight systems that include regular staff performance reviews and a “clear” disciplinary process. It acknowledges that MAP employees face a “high stress work environment” and that, where possible, they should be given subsidized opportunities to develop personal stress management techniques.

Another concern was the claim by the trainer that “everyone is equal so they should be paid equally.” This became a contentious issue when staff learned that some were paid more than others due to their differing skill sets and responsibilities. Initially staff were paid on a weekly basis in order that they could see more immediate reward for their efforts.

The major training initiative was a six-week program that included the goals and objectives of the project, anger and confrontation management, conflict resolution, stress management and self-care, peer counselling and education, violence prevention, drug management, legal issues and first aid skills. Team-building was considered an important part of the training. An extensive training manual was developed in collaboration with the staff training team.

Members of the staff interviewed for the evaluation indicated that the training should have been spread out on a part time basis over a longer period of time. The concern was that six weeks of full-time (9am to 5pm) training was too intense for women who: 1) were used to working by night, not day; 2) may have still been working nights; 3) were not used to a ‘structured’ training type session; and 4) were not used to working as part of a team. One participant said, “it was chaotic ... we were trying to gel but it couldn’t happen so fast ... it became unfocused because of personality conflicts ... the focus was on us reacting to what was going to happen once we were on the van ... but the service was so new people didn’t know what to expect.” Another participant said, “The best way to keep us focused was to create scenarios and go through what we would do. But with that said, since I had never been in that situation ... how to create scenarios and how to know what to do ... nonetheless, I learned a lot.” Some attrition occurred during training due to health and drug management issues among trainees. Training wages were counted as income by the Ministry of Human Resources, so

women were not recognized as engaging in legitimate pre-employment training and had their training wages clawed back a month after the training ended.

At the midpoint of the training program 13 of 14 participants completed an evaluation of the curriculum. Areas of highest perceived importance overall were interaction with police, and MAP policies, procedures and documentation. One participant called for information on pimps and exiting the sex trade. Areas perceived to be of lowest importance included personal wellness and self-care, goal-setting, interpersonal communication, counselling and boundaries at work.

After the training was completed, evaluation questionnaires were overall very positive. Among ten questionnaires completed, nine respondents rated the following items as “excellent:”

- usefulness of the training curriculum
- ability to participate
- overall satisfaction with the training
- handouts

Seven of the participants rated as “excellent:”

- teaching methods
- ability to understand material
- effectiveness of the training coordinator as a teacher.

One area trainees rated as “good” was guest speakers, such as those who “spoke over our heads.”

## **MAP’s Publicity Process**

The formal launch of the service occurred in front of the former Woodward’s Building, in the heart of the DTES. The Executive Directors of WISH and PACE attended, as did members of the Vancouver Agreement, MAP and agency staff members and women currently engaged in the sex trade. The aim of this event was not just to explain the purpose of MAP but also to emphasize the need to protect the van. Media was asked not to follow the van, as MAP was a safety initiative.

A plan for dissemination of information about MAP to the general public had the potential to support funding efforts and spread the word to potential van users. However, concerns about simultaneously spreading the word to the predators of sex workers, has left MAP organizers with a conflicted approach to publicity. WISH and PACE preferred to keep a low profile for the van, which has minimal identifying marks, as they feared that it could be hounded by the media, further violating women. Other factors contributed to this low profile, especially the fact that MAP operates when most services have closed for the night. Certainly, the van has maintained a low profile, to the extent that some DTES service agencies remain unaware of its existence. The Partnership Agreement stipulates caution regarding publicity to protect women being served but also outlines goals related to strengthening media-based skills including the identification of spokespeople, use of consistent messaging, protection of anonymity of participants, evaluating MAP’s communications planning, and “managing media exposure to better serve ...public education, volunteer recruitment, lobbying, and fundraising.” At the outset, a picture of the van along with the initial route was made available to the Vancouver City Police to assist them in identifying the service. Currently information about the van service is

included in the newsletter published semi-annually by PACE, the WISH Newsletters and any other information disseminated by WISH, the PACE information brochure, and on the PACE website.

## Funding MAP

Initially, money was provided through Western Economic Diversification (WED), Status of Women Canada, and the Vancouver Foundation to support the partnership process, and commence the hiring and training for the van. In addition, WISH and PACE were supported through WED and Status of Women Canada as well as ACCESS and Health Canada, to build capacity in their organizations during this arduous process. The funding strategy ensured that both PACE and WISH were able to focus on the launch of MAP without additional financial burden.

Expenses December 1, 2003- March 31, 2004.

Labour	(14 staff & coordinator for training and initial 2 weeks)	\$39,323
Training	(trainer, training materials, external trainers)	8,989
Van	(refurbishment, insurance and repairs)	12,750
WISH/PACE	(cost recovery for both agencies combined)	9,784
Office Equipment/Supplies	(cell phones, rent, accounting, van/office supplies)	<u>4,558</u>
<b>Total</b>		<b>\$75,404</b>

Key informants agreed that the project was adequately funded during the formative stages. Funding a facilitator was money well spent in terms of its contribution to developing the partnership agreement and getting the van on the road. Respondents emphasized the importance of spending sufficient time and money on the development of hiring policies to ensure that persons hired are fully capable of fulfilling their role. In addition, it was stated that sex workers needed long term mentorship, support and guidance to be effective and that the role of the peer support workers was critical for this process.

## Recommendations

1. Continued participation of sex workers in the ongoing management and operation of MAP.
2. Job descriptions are prescriptive enough to ensure that those meeting stated qualifications are capable of fulfilling their role.
3. Qualifications for the MAP coordinator include prior experience in building capacity with marginalized women.
4. The coordinator is supported by a deputy coordinator or more administrative responsibility is delegated to the van driver position.
5. Modification of the training program to integrate time spent in the classroom, in the community and on the van over six weeks on a part time basis.
6. Review of the communications plan for MAP and with continued efforts to target select audiences, particularly the police, with scheduled follow-up.

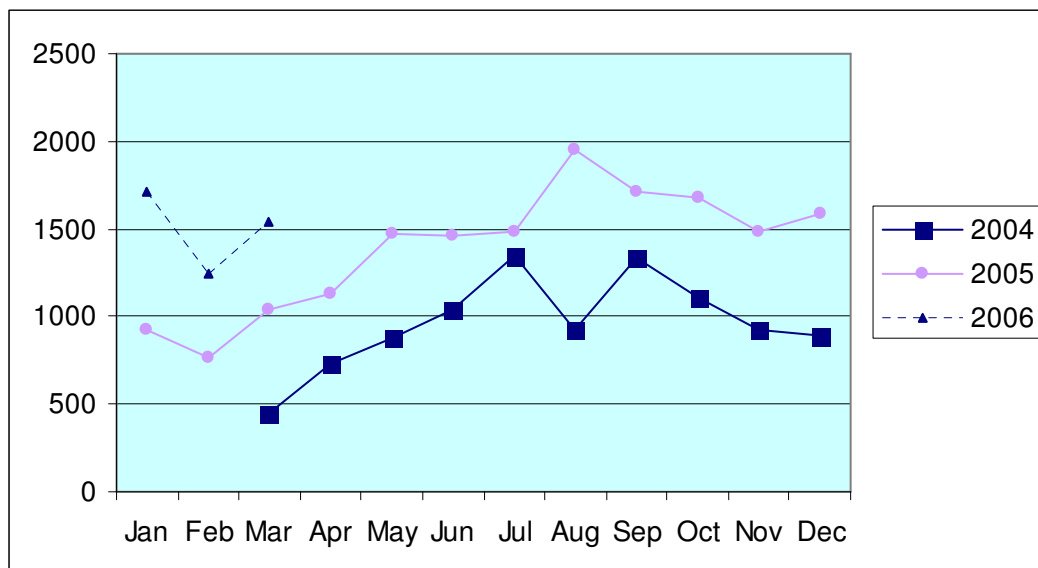
### 3 Implementation of MAP: A Process Evaluation

The process evaluation focuses on women’s access to the van, factors influencing their need to use van services, the needs of the staff who worked on the van, and the operation of the van itself. To obtain this information, the van coordinator, peer support workers, and the executive directors of WISH and PACE (eight in total) were interviewed by a research assistant. As well, two research assistants interviewed 97 women in the DTES over a three week period. The research assistants followed the van with their own car and at each stop stood about twenty feet in front of the van. Women who used van services, accessed at the back of the van, were told by the van staff that their participation in a 3 minute interview was requested (but not required) and that they would receive a McDonald’s certificate of \$5.00 for their participation. Women then walked to the interviewers if they wished to participate. Participation rates varied from 50-90%, depending on the stroll.

A Process Evaluation focuses on the issues of implementation and operation. It addresses how well the program was implemented and assesses how effectively the program functions after it has been implemented. It evaluates whether the program is reaching its target recipients.

#### Access to the Van

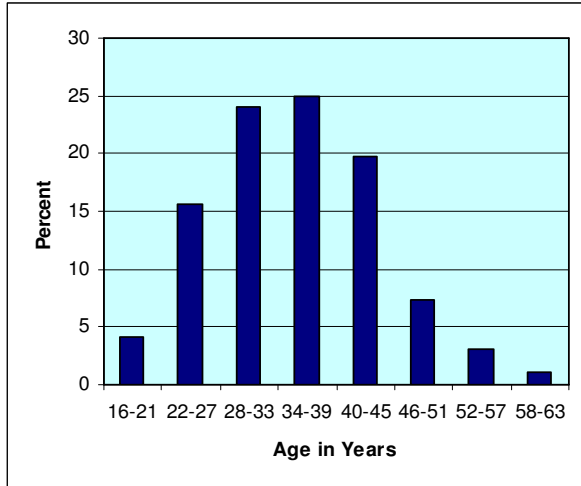
Number of MAP Contacts with Women (from log books)



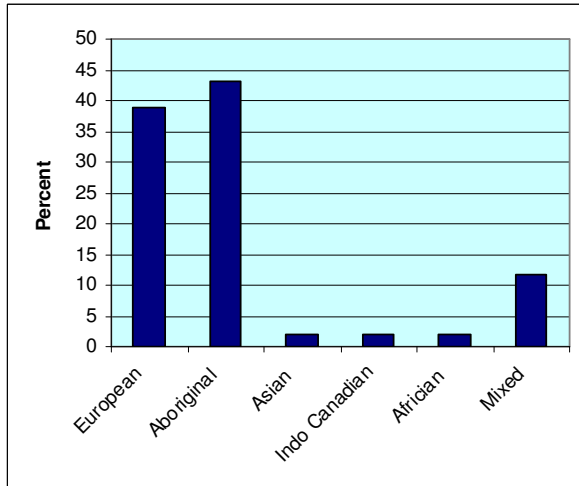
From March to December 2004, the van made 9, 625 contacts with women and from January 2005 to December 2005, 16, 705 contacts. The first three months of 2006 show a 39% increase in the number of contacts over the same period of time compared to 2005.

The following graphs and tables represent answers to questions asked of women accessing the van in the DTES.

**Age of Women Accessing the Van**



**Race/Ethnicity**



Although there were many reports of sightings of minors on the street, van staff recalled use of the van by minors to be very rare. Significant contact reports on the van indicate that 24 contacts with suspected minors were made between March 2004 and October 2005. Since very young women are so well hidden on the streets, van staff considered this to be a significant number of contacts.

**Knowledge of the Van**

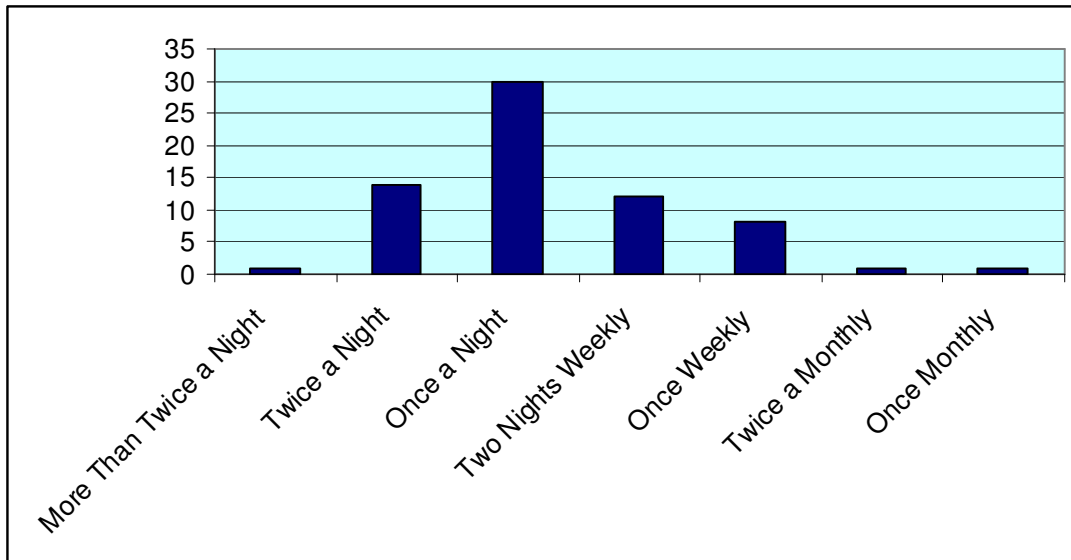
Women were asked how they found out about the van and their responses were recorded verbatim. Women who were uncertain as to how to reply were prompted (see appendices for survey tools). Women could respond with more than one answer.

Reponses	Number	Percent
Other sex trade workers	32	33 %
WISH	15	15.5 %
PACE	12	12.4 %
Friends	6	6.2 %
Family	3	3.1 %
Saw it around	36	37.1 %

One woman reported that she heard about it at a health clinic and another from one of her dates.



### Frequency of Use



### Time of Use

Women were asked at what point in their work day that they used the van.

Reponses	Number	Percent
When first starting work, to get supplies	25	25.3 %
After first date for the night	6	6.1 %
Later during bar rush	16	16.2 %
Early morning hours	20	20.2 %
When I see it	31	31.3%
Any time during night	6	6.1 %

One woman stated she used the van when she was really cold or hungry. Staff on the van indicated that peak and slow times for the van varied and were generally unpredictable. Two staff members reported that the beginning and end of the shifts were busier.

### Barriers to Use of the Van

Women were asked what stopped them from using the van

Reponses	Number	Percent
Can't find the Van or just missed it	50	51.5 %
Dates	15	15.5 %
Gets in the way of work	4	4.1 %
Something bad happens	1	1.0 %
Unaware it is there	23	23.7 %
Too many people there already	7	7.2 %
Staff working you don't feel comfortable with	2	2.1 %

One woman responded that police and traffic were barriers.

## Facilitators to Use of the Van

Women were asked what made it easy for them to use the van.

Reponses	Number	Percent
It's near, mobile	69	71.1%
Not a lot of people using it	12	12.4%
Staff working you feel comfortable with	59	60.8%
Staff reach out to me	46	47.4%
Warmth or given coffee to warm up	4	4.1
Staff are all women	3	3.1

One woman indicated that the van helped her when she was assaulted. Another said “they deliver.” One woman felt it was easy to use the van because she felt safe. One woman said “[they are] good people who love us.”

## Balancing the Need to Access the Van vs. the Need to Work

Van staff were asked how they thought that women balanced the need to work verses their desire to access the van. Two staff members reported that sometimes women used the van quickly to get supplies and leave; other times the women stayed for a while to drink coffee, get warm, and talk. One staff member reported that the balance works because van staff know the women's signals. If, for example, “a woman shakes her head –no” the van staff “do not get in the way.” One staff member noted that women could access supplies without leaving their corner. One staff member reported that women called the cell phone on the van if they needed supplies. She also said that both sex trade workers and the staff are careful not to let dates to see van users accessing clean needles (rigs). “If a woman is accessing the van and one of her regulars drives down the street he may get spooked and leave.” Van workers have addressed this problem by packaging rigs in brown paper bags.

## The Van Route

The van staff reported that there is a defined route but it is very fluid as the van adapts to existing and emerging strolls. The van route focuses on the Hastings area in the downtown core, than moves along Clarke to Broadway and from there to Fraser, south to Marine Drive, back to Kingsway, east to Boundary and then back to Hastings via Commercial Drive. The route changes on a nightly basis for a number of reasons. Staff may hear about a woman who needs help in an area away from the usual van route. The van may stay in one place longer than expected because there happened to be several women needing van services. Staff believed that they were targeting the places where women worked because they received feedback from women on the strolls, from PACE and from the WISH Drop-In Centre, and because they observed changes in the number of women accessing the van in a given area. They also directly asked sex workers where other women were working.

## Needs of Van Users

### Environmental Factors Impacting the Need for Use of the Van

Women were asked if there were special times during the year when they needed the van more often.

Responses	Number	Percent
After hockey games or concerts	18	18.6%
During certain holiday times	28	28.9%
Cold and wet out	69	71.1%
After a bad date or bad experience	41	41.4%

Eleven women responded with answers that indicated that they simply wanted unrestricted access to the van: “24 hours 7 days,” “all the time, I just like having them around.” Four van staff members reported that summer or nicer weather increased use of the van. Four suggested that more women accessed the van before welfare day; two suggested that welfare day was slow. Van staff concurred that hockey games or concerts increased van use. On special holidays (e.g. Christmas and Father’s Day) use of the van diminished markedly.

### Nature of The Violence Experienced by Van Users

Van staff reported that sex trade workers experience a frightening array of violence ranging from physical to sexual assault. Among violent acts perpetrated by dates, staff reported women being brutally beaten, punched in the face, strangled, and dragged down the street by cars. There was also violence amongst the sex trade workers themselves.

Van staff report that some women withdraw in the face of violence and others want to be near other women. These women generally spend some time in the van talking and drinking coffee. The overwhelming impression from the staff interviews is that staff would like more training and resources to help them address the concerns of women experiencing violence. They expressed the desire for skills to deal with both physical injuries and emotional trauma. They expressed feelings of helplessness when assaulted women refused to go to the hospital, fill out appropriate reports, or access additional help. “Women have been treated so badly in the past by cops...rake you through the coals...at hospitals.” “[Women] almost need an advocate to stick with them.” “Waiting for the ambulance takes a long time...” “Happens when you need a fix...don’t want to get sick.” Van staff reported that Safe Ride, a service run by Alcoholics Anonymous for persons with alcohol and drug problems was seldom available for transport.

## Needs of Staff

### Risks to Safety Experienced by Staff

Four van staff reported feeling at risk every night or almost every night, two once per week, and one never. Safety was threatened by a variety of factors. Six reported that the women who use the van were themselves a threat; especially if they were high. They also noted that men, both men who didn’t want the van around the women and men who wanted service from the van but were rejected were a safety threat. On one occasion, the van staff called police because a man was spitting popcorn, swearing, and threatening them because they only served

women. One staff member reported that street level criminals and/or drug addicts were a threat. One reported that residents in the neighbourhoods were sometimes a problem. Approaching sex trade workers on foot (foot outreach) was unsafe as well.

In general the van staff reported that their safety is not more at risk in any particular area or time of day because the DTES is an unpredictable place. Four staff reported that the early hours of the morning were sometimes more dangerous because tiredness on the part of both the van staff and women using the van made them more vulnerable; “not as quick-thinking.” The early morning around 4:00 –5:30 AM were seen as “desperate times,” particularly in the week before welfare - the people on the streets at this time of day were more ‘sketchy.’

### **Stresses Experienced by Staff**

Four van staff reported experiencing stress a few times a week. Two staff members reported experiencing stress once a week and one staff member reports experiencing stress once a night. Every van staff member reported that women whose behaviour was threatening and demanding were a source of stress. Four van staff members stress related to lack of confidence in their co-workers and staffing and scheduling as issues. One reported that being with people who “were in a hard place” and with frequent drug was “triggering” issues from her own past. Another identified other personal issues, such as finding dependable childcare, as a source of stress. Other concerns included the need for a safety plan, for better bridging between service providers, and for assurance of sustainability of van supplies. There was an identified need for consistency of service, so that van users would know what to expect. The van staff dealt with stress in different ways. Four mentioned the importance of debriefing with other staff members and the coordinator to avoid “bringing [problems] home.” Two van staff members also mentioned paying attention to self-care, including use of meditation, regular exercise and getting adequate sleep.

### **Support for Staff**

When asked if they felt supported by management, six staff members felt supported by management at WISH/PACE because they provided a variety of workshops, for example, harm reduction strategies and boundary issues. Five staff members felt supported at regularly scheduled staff meetings because they created a sense of shared risk and an opportunity to debrief. Six staff members were comforted by the freedom to call PACE/WISH or the coordinator and check in. Someone from the management team was always on call for the van workers. For example, one staff member said she could call the coordinator anytime even if it was only for a simple mechanical problem with the van. Two members felt supported in addition by the support worker. One staff member commented “...the first job gotten me off welfare in my life....I wanted something different..... I want to give back. When I was working the streets, I never had someone who listened.....It gave me meaning.”

When asked in what ways management could provide more or other support, staff asked for a full time coordinator, more workshops, performance evaluations, and more frequent staff meetings. Other suggestions included the “odd treat,” for example a spa certificate, management of confrontation, a team plan for high-risk situations, and more extensive first aid training.

### **Relationship with the Police**

When asked if they felt supported by the police, most respondents indicated that they did not. Four reported that many police officers did not know about MAP. Several reflected that

some police thought they were doing ‘tricks’ in the back of the van. One reported hearing complaints from women about how they were treated by police. Staff members responded that the “ambulance guys” give us a wave – the “cops” never do. They don’t share any information with us about bad dates, or predators. We have to get our own “missing women” information. Only one staff member reported feeling supported by police. She related a recent story in which she had contacted police to get help for a woman who was being harassed. The police responded in three minutes.

### **Stresses Experienced by the Trainer**

Members of the Joint Management Committee reported that the trainer had a stressful job because this was a pilot project and “training so intensely for that period of time” had not been done before. The trainer was tasked to train women who attended class while high, and who attended intermittently. Competitiveness among participants was another issue. Developing a lateral relationship with the coordinator presented challenges as well. The initial intent was for the trainer to be supported by the coordinator but in fact, members of the Joint Management Committee reported, the trainer was supported by PACE/WISH.

### **Stresses Experienced by the Coordinator**

The coordinator reported that her stress resulted from having three people in close quarters on a van all night and constantly managing co-worker relapse. She was also subject to fear for her safety while working on the van. Developing a well functioning team on the van was more of a concern, however, than issues related to van users. The members of the Joint Management Committee reported that the coordinator was supported by WISH/PACE, staff meetings and the Joint Management Committee. The coordinator reported that she felt supported by regular staff meetings, workshop opportunities, and the support worker.

### **Stressors and Challenges Experienced by the Management Team**

Members of the Joint Management Committee reported that the ups and downs of the pilot project, coordination and management of staff, and unexpected challenges and pressures were the major sources of stress. Members of the committee felt supported by each other and by members of the Women’s Strategy Task Team, specifically the Status of Women, and the Ministry of Community, Aboriginal, and Women’s Services.

## **Recommendations**

1. Supplement training of van staff with respect to defusing violent situations.
2. Build relationships with organizations that provide transportation services
3. Educate police on the roles and functions of van staff and work towards expedited help for van staff when needed.
4. Continue emphasis on self care and debriefing for van staff
5. Incorporate knowledge of sex work into sensitivity training for emergency services personnel.
6. Support any urgent response initiatives that would address the need for sensitive medical care available 24/7 in the DTES, for example, services modelled after the Vancouver Coastal Health Street Nurses program.

## 4 Making a Difference: An Impact Evaluation

The impact evaluation focuses on how the attitudes, beliefs, and behaviours of sex trade workers have been impacted by the van. Similar to the process evaluation, van staff and management personnel were interviewed. Ninety-four women accessing the van were interviewed on a second occasion. In addition, 70 women attending the WISH Drop-in Centre were interviewed about their knowledge of the van. In Vancouver, the Centre for Health Evaluation and Outcome Sciences at Providence Health Care has developed a longitudinal research study in which a cohort of injection drug users in the DTES are followed over time – the Vancouver Injection Drug User’s Study (VIDUS).<sup>4,5</sup> VIDUS participants were asked about their knowledge and use of MAP and data from VIDUS is included in this evaluation with permission.

An Impact Evaluation measures intermediate goals among people receiving the service, for example, changes in knowledge, attitudes and beliefs, and behaviours. An impact evaluation helps to pinpoint barriers to achieving intended outcomes for the program.

### Women’s Reasons for using the Van

Women accessing the van were asked about their reasons for doing so

Responses	Number	Percent
Safety and security	44	45.4%
Comfort	45	46.4%
Get supplies	90	92.8%
Referral and information	39	40.2%

#### Safety and Security

When asked if the van made them feel safer, 89 (93.7% of respondents) indicated that it did. When asked why they felt more safe, 90 (90% of respondents to this question) indicated simply that the van was there and was reliable. Eighty-nine percent indicated that there were “eyes on the street.” Ninety percent indicated that they felt safer because there were women around and 88% stated that they could talk to the women on the van. Some women described the qualities of the interactions they had with staff: “I can tell them things,” “cheerful,” “polite,” “open,” “relaxed.” They also specifically mentioned that the van staff were “keeping track of girls” and “telling us about bad dates.” One respondent said, “They are there for you.”

When the van was not around 37% of van users reported feeling less relaxed. Forty-nine percent felt less comfortable, 51% felt more nervous, and 62% more vigilant.

As noted in the process evaluation, van staff noted that very few minors were coming to the van. This was a source of concern, as they felt the van was not reaching this particularly vulnerable group.

#### Bad Date Reporting

With respect to bad date reporting, fifty-seven percent of women had reported bad dates to van staff and 85% were aware that they *could* report bad dates to the van staff. When asked what would encourage them to report a bad date, twenty-four women responded

that their actions would help keep other women safe. Ten responded that they would report a bad date if it was serious, for example, if they were raped, beaten up, or “ripped off.”

### ***Contact with Police***

Eighty-four percent (n=82) of women reported that their relationship with police had not changed because of MAP. Many commented that they felt more comfortable with MAP. “More courage from the MAP van than the police.” “They [MAP] are kind of a go between.” “You guys help us, less hassle.” Among 15 women who answered that the van had made a difference in their contact with police, two felt the van’s presence reduced the hassles they received from police, one woman responded that the van was “kind of like a go between,” another thought the police were more supportive and understanding, and another said that now she does not hesitate to call the police if she is being bothered as opposed to in the past when she would never call.

The van staff, on the other hand, reported that there is still room for improvement. They reported that “conversation abruptly ends when [we] mention police. We keep ourselves separate from police—we don’t want to be associated [with them]” in order to maintain a strong relationship with the van users.

### ***Access to Other Resources when the Van wasn’t Around***

Fifty-nine percent of 97 women interviewed stated that they had access to other resources when the van wasn’t around. Some women indicated what these resources were:

- Ambulance (5%)
- Carnegie drop in (1%)
- Vancouver Coastal Health Contact Centre (8%)
- Needle exchange (1%)
- Downtown East Side Youth Activities Society (DEYAS) needle exchange van (7%)
- Health van (1%)
- Home (3%)
- Hotel desk clerks (1%)
- Safe Injection Site (Insight) (4%)
- PACE (2%)
- WISH (3%)
- Hospital emergency room (1%)

Among these services DEYAS is open until 2 am and Insight is open until 4 am. With the exception of ambulances, emergency rooms, and hotels, other services listed are not accessible during hours of MAP operation.

### ***Comfort and Communication with Van Staff***

The van staff and coordinator reported that the degree to which women were comfortable communicating openly with staff was as diverse as the population they served. The staff were often surprised at how open and honest some of the women were. In general, the women expressed gratitude for having someone safe out on the street to talk to. Ninety percent of women, when asked if the women on the van made them laugh or feel comfortable, answered in the affirmative. Eighty-three percent indicated that the van staff listened well and 80% indicated that they offered useful information. Ninety-seven percent reported that they felt respected and

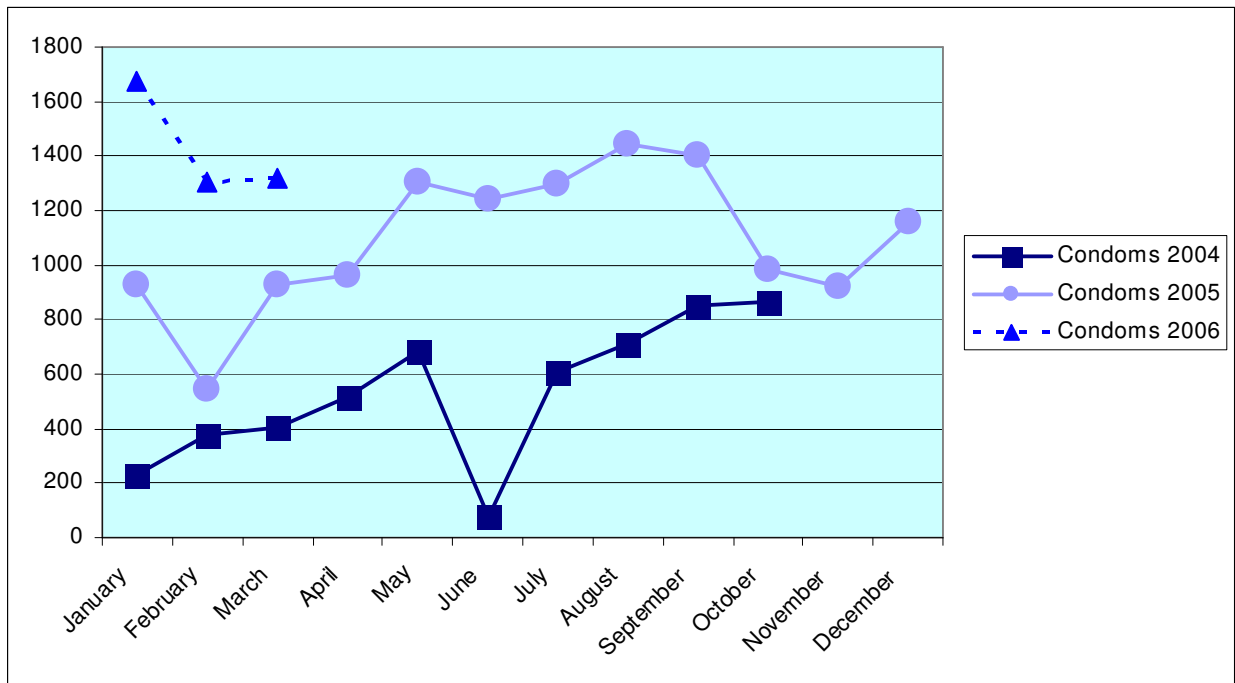
cared for. Ninety-five percent felt valued by van staff. These feelings likely explain in part why 58% of van users felt less isolated when the van was out on the streets.

Van staff commented that the behaviour of women changed as they realized that the staff were their peers. “They open up more. They’re compassionate... show concern for us – you look tired, is it almost the end of your shift?... Are you sick?... - So nice to have that turned around.”

### Accessing condoms and clean needles

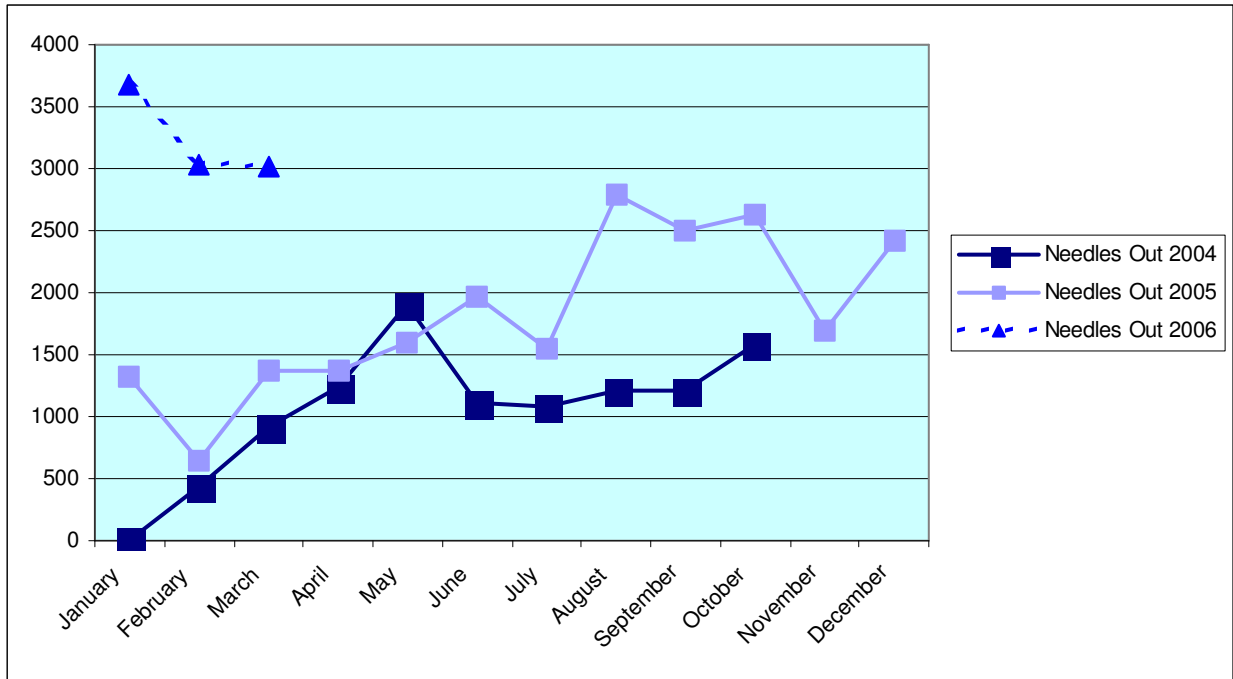
The van contributes to a harm reduction approach to addiction practiced in the DTES. Van users reported that the van made it easier to practice safer sex and drug use, for example, one woman responded “I have clean drug paraphernalia, [I am] not tempted to share.” The rates of accessing condoms and exchanging needles at the van have risen steadily since the inception of the project. From March to December 2004, the van distributed 4044 condoms in total, and in 2005, 13, 072 condoms were distributed.

Condoms Supplied



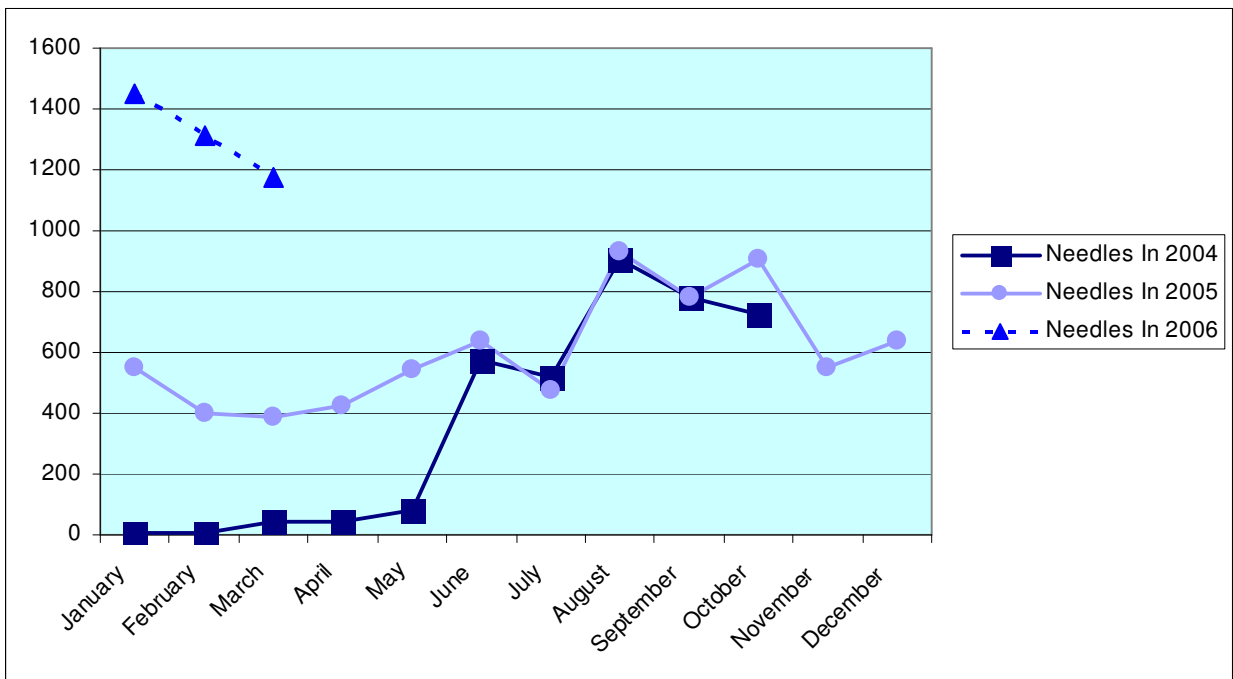


### Needles Distributed



From March to December 2004, 7,618 needles were distributed and in 2005, in total, 21, 890 needles were distributed.

### Used Needles Turned In



Fifty-one percent of women using the van indicated that they returned used needles to van staff. When those who indicated they didn't were asked why not, an additional 21% indicated that they

took them to another designated site such as Insight (safe injection site) or the Health Contact Centre.

### Referral and Information

Van users responded to questions about the kinds of information they received

	Number	Percent
Bad Date alerts	84	84%
BOLFS (Be on the look out for)	76	76%
Missing persons alerts	60	60%
Notices, invitations and/or reminders for upcoming events of interest – especially where there is food, honoraria, . . .	60	60%
Community resources	69	69%
Quick phone numbers for emergency services, like detox, transportation and shelters	73	73%
Bad drug alerts	72	72%
Crack information	54	54%
Other resource information for women including educational opportunities, free meals, shelters	73	73%
Other	11	11%

In the “other” category, women obtained information on safe sex, and the location of various services that they wished to access.

The van staff reported that women sometimes used the van to try and get information about someone they were trying to contact. In addition, family members of missing women approached the van with a photograph or poster to attempt to locate a woman suspected to be working in the sex trade.

Women were asked about services and referrals they received from the van.

	Number	Percent
First aid	64	64.0%
Access to doctors and/or nurses who are respectful and helpful	54	54.0%
Assistance contacting medical care in Emergency	51	51.0%
Legal referrals or assistance contacting law enforcement	47	47.0%
Housing or temporary shelter	37	37.0%
Other	17	17.0

In the “other category” women received referrals for counselling, PACE, and workshops. Van staff reported that the users would have preferred to see a variety of additional services provided. The women wanted the van to provide food every night, counselling, clothes (socks, gloves, umbrellas), nursing services, 24/7 access to the van, crack kits, bus tickets, and rides. The women also wanted to see the van services expanded to include additional municipalities. MAP management note that although the van sometimes has some of these items available for distribution, they do not want to lose site of the focus of the van, that is harm reduction, and violence prevention by turning it into an “all-purpose” van.

## Awareness of the Van Service in the Community

All of the women visiting the WISH Drop-in Centre in the DTES were asked on two consecutive evenings between 6:30 pm and 8 pm (n = 70) if they were aware of the van. Eighty-one percent had heard about MAP. They were asked what services they had used.

Services	Number	Percent
Condoms	43	56.6%
Coffee, juice, water	41	53.9%
Bad date sheets	30	39.5%
Rigs/water/alcohol swabs	27	35.5%
Warnings about dangerous people	21	27.6%
Emergency help	20	26.3%
A sympathetic ear from staff	17	22.7%
Quick phone numbers for emergency services, like detox, transportation and shelters	17	22.4%
Referral information – pamphlets or verbal	16	21.1%
Missing persons information	14	18.4%
Shelter referrals	13	17.1%
Event information	10	13.2%
Contact with police facilitated	5	6.6%

Initially, women stated that they found it hard to recognize the van because it had no identifying marks other than the outline of a butterfly painted on the side of the van which was difficult to see in the dark. In response to this feedback and feedback from police, the van now has signs on the doors and the back of the van: “Mobile Access Project: A Service for Women.”

### Vancouver Injection Drug Users Cohort

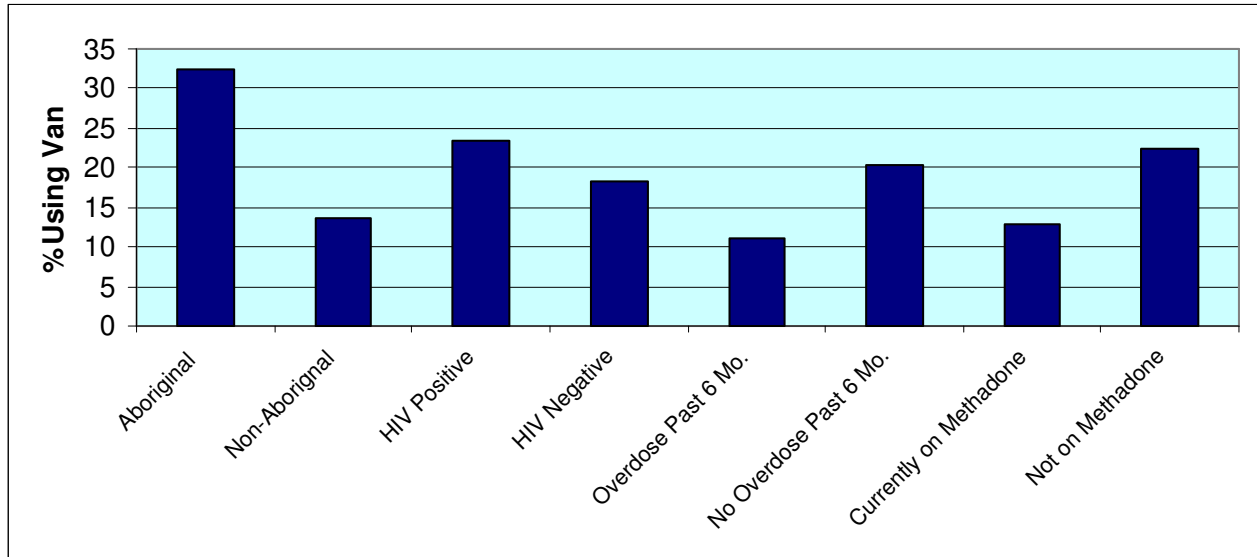
Six percent of all women (n = 345) in the Vancouver Injection Drug Users Cohort (VIDUS) report accessing the MAP. Thirty-one percent of women in VIDUS were sex workers. Twenty percent of sex workers (n = 107) in VIDUS report accessing the van.

### Cedar Cohort

A CIHR-funded study of aboriginal women in urban Vancouver currently in progress (Dr. Patricia Spittal, Principal Investigator) has reported that among 21 aboriginal sex workers interviewed for this study in Vancouver, 10 (48%) used the van. This study is not restricted to the DTES.

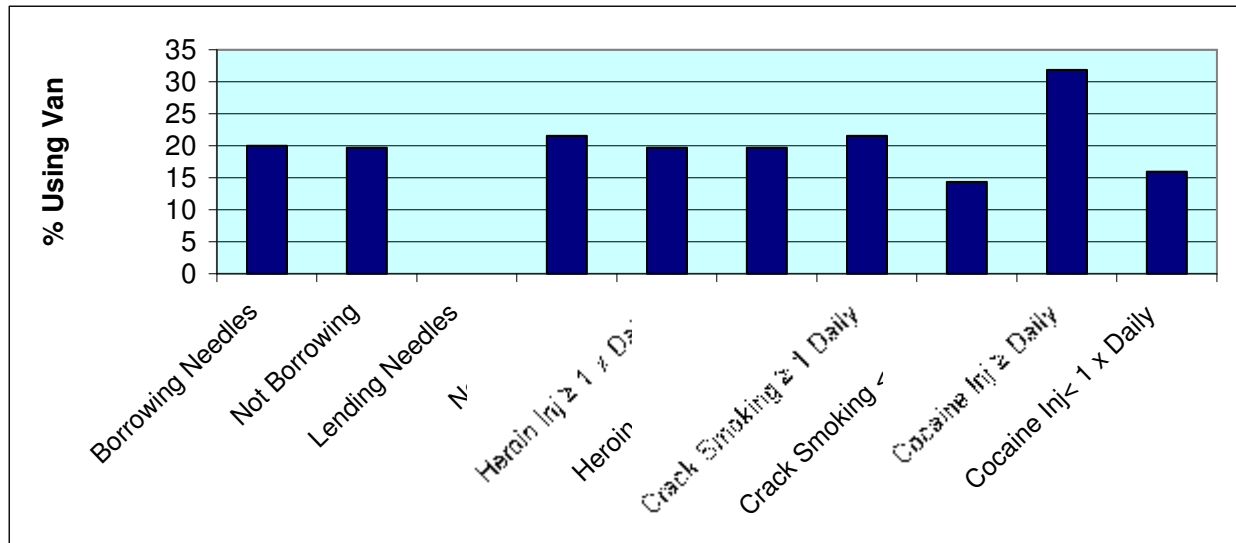
## Use of Van by Sex Workers (n = 107) in VIDUS by Ethnicity, HIV status and Use of Substances

June 2004 to December 2005



The preceding graph shows that, among sex workers in VIDUS, injection drug users, a greater proportion of Aboriginal than non-aboriginal women use the van. A larger proportion of HIV-positive vs. HIV negative women access the van. Women who had experienced a non-fatal overdose in the last six months were more likely to use the van vs. women who had not overdosed. A higher proportion of women not on a Methadone program in the previous six months were less likely to use the van than those who were using Methadone. This data represents one interview with each study subject that took place any time between June 2004 and December 2005, which coincides with the first year of operation of the van. Cause and effect cannot be inferred from this cross-sectional data but it does indicate that the van is servicing a high-risk population.

**Use of Van by Sex Workers (n = 107) in VIDUS by Substance-Using Practices,  
June 2004 to December 2005**



Use of the van sex workers in VIDUS did not vary by substance used in the last six months or whether or not women borrowed needles, with the single exception of a higher proportion of van use among women who were frequent users of cocaine. Of note is the fact that none of the sex workers who lent their needles to others were van users.

## Recommendations

1. Strengthened relationships with agencies that care for minors for the purpose of making referrals.
2. Through their knowledge of agencies and their staff, encouragement by van staff of women to access available sources of food and clothing.
3. Develop relationships with additional agencies providing HIV/AIDS counselling for purposes of accessing information and making referrals.
4. Expand hours of van service from 6 pm until 6 am.
5. Expand MAP to other municipalities in the Lower Mainland.
6. Financial and organizational support for a 24/7 safe place for women in the DTES.

# 5 Looking at Safety and Health: An Outcome

## Evaluation

The outcome evaluation focuses on the safety and health of women accessing the van. The van coordinator and van staff were interviewed and, in addition, 97 van users were asked about the role of the van in preventing injuries and assault. Various DTES resource providers were interviewed, including the BC Centre of Disease Control Street Nurses, DTES Neighbourhood Safety Office, DTES Women’s Centre, Vancouver Coastal Health Downtown Community Health Centre, Vancouver Native Health Society (VNHS), SHEWAY (VNHS program for pregnant or parenting women who use substances), PACE, DEYAS (Downtown Eastside Youth Activities Society), Health Contact Centre, and the Broadway Youth Resource Centre. In addition, significant contact logs, in which van staff documented day to day activities involving van users and other residents of the DTES, were reviewed. Critical incident reports documenting situations in which there was perceived danger to van users or staff were examined. Health outcomes among women in the VIDUS cohort were compared among users and non-users of the van.

An Outcome Evaluation measures the long term effect of a program on the target population. It looks at whether the program achieved what it was supposed to in terms of health outcomes for its constituents.

### Injury

Sixteen percent of women interviewed could recall a specific incident when the van had prevented them from being injured. Ten percent could remember a specific incident when the van had prevented them from being sexually assaulted.

Sixty-four percent of women reported receiving first aid from van workers. Critical incident reports document 41 situations in which first aid was administered. Examples include treatment for a bleeding nose, provision of antibiotic ointment and bandages for infected blisters, and first aid for a bleeding head wound (pending arrival of paramedics). Van staff indicated that they would like more first aid supplies and skills: “abscesses – I have no idea what to do.”

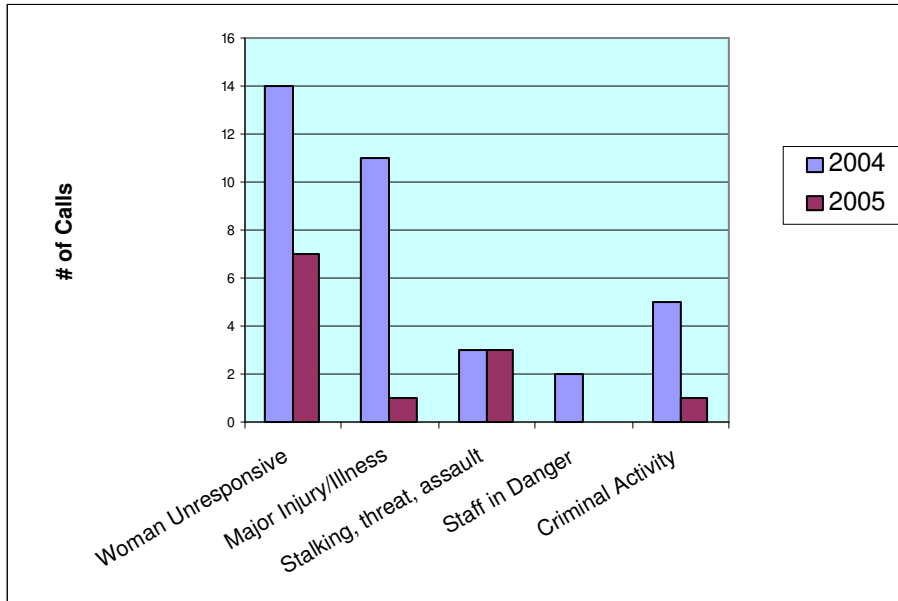
### Use of Emergency Services

The MAP van staff reported calling 911 for assaults or threatened assaults, or witnessed criminal activity. For example, van staff witnessed a women being kicked and beaten behind a dumpster while the man doing the beating yelled “that’ll teach you.” On another occasion staff called 911 for a women collapsing and calling for help. They were later informed by emergency services that this women was suffering from cardiac arrhythmias and that the 911 call had saved her life.

The evaluation explored the use of Vancouver Police Department and BC Ambulance Service Records for documenting 911 calls on the strolls. Although both agencies were helpful and cooperative in these discussions, it was impossible with existing administrative data to restrict data selection to the areas frequented by sex workers. It is possible to pinpoint locations of 911

calls to street corners using complex algorithms informed by GPS technology. This level of analysis was beyond the scope of the current report but could be used in future studies.

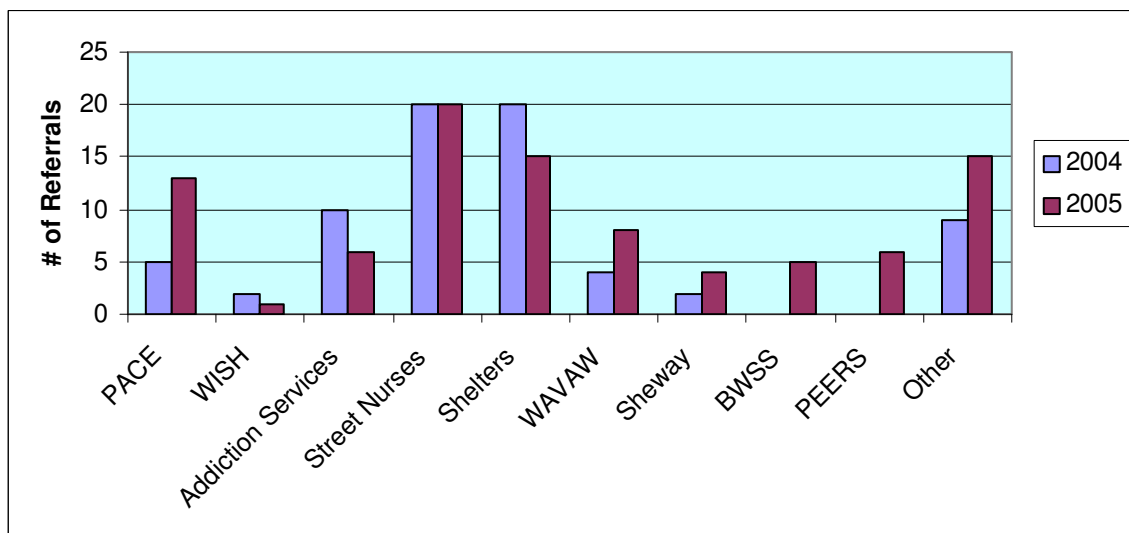
### 911 Calls Made by Van Staff 2004 - 2005



### Referrals to DTES Resources

MAP records show that a significant number of van users received referrals or information about services provided on the DTES and beyond.

### Referrals 2004 - 2005



There were 69 referrals documented in 2004 and 53 in 2005. The most common referrals included: Street Nurses; shelters; and PACE. The “other” category included food banks, DEYAS, the Vancouver Coastal Health van, and Rape Relief.

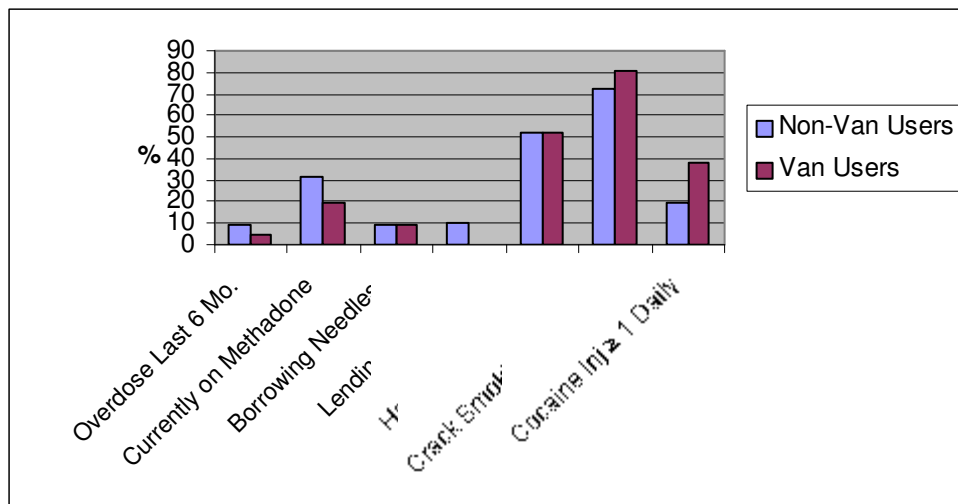
The DTES service providers did not notice a change in the way women accessed their services after the implementation of the van but also did not keep statistics on where their referrals originated from.

## Quality of Life

Ninety-three percent of van users reported that the van made their lives easier. One woman said having supportive people to talk to “makes me feel more human.” One staff member described how the van has changed health behaviours of women: “It has given them a place to report bad dates, and the knowledge that they have the right to report bad dates. They have access to more condoms and needles, thereby enabling them to practise safer sex behaviours on the job, and safer behaviour when doing drugs. It gives them [a] place to talk about things that they may not feel able to tell their fellow addicts on the street. It gives them a place to get information about everything from detoxes to a multitude of services for women, shelters. And I believe that to have access is to increase the chance that some women will stay alive longer and have a greater chance to possibly get off the street some time in the future, if not right now.”

## MAP and Health Indicators in the VIDUS cohort

**Health Indicators Among Sex Workers (n=107) in VIDUS  
June 2004 to December 2005**



The preceding graph shows that MAP van users are less likely to have experienced a non fatal overdose and more likely to have been a frequent injector of cocaine in the previous six months. As noted in the impact evaluation, none of the van users lend needles. Again, this data cannot attribute cause and effect but does emphasize that the van is reaching a high-risk population.



## **Recommendations**

1. Collaborate with VIDUS to study of MAP users to measure in quantitative and qualitative terms if ongoing access to the van changes health behaviours.
2. Reinforce that the limits of first aid treatment are restricted to what was taught in the St. John's First Aid Certificate course.
3. Enhance documentation to include more information on the nature of referrals given, follow-up, and what encourages women to use services to which they are referred.
4. Supplement van services with outreach workers who will facilitate access to referral services.

# 6 Keeping MAP on the Road : A Sustainability

## Evaluation

The sustainability evaluation of MAP involved interviews with members of the Joint Management Committee and Stakeholders.

### Staff Turnover

During the first year of MAP there was a high staff turnover rate associated with unresolved issues of addiction and transitioning to employment. During the last six months there has been only one change in staff and in the six months prior to that, two changes.

### Evaluation

MAP is not currently funded for ongoing evaluation apart from meeting reporting requirements for funders.

A Sustainability Evaluation refers to the maintenance of health benefits achieved by the program. A sustainable program is one that is able to deliver an appropriate level of benefit for an extended period of time after major financial, managerial, and technical assistance from an external donor is terminated.

### Dissemination

The Joint Management Committee in concert with the Women's Strategy Task Team will need to develop a distribution plan for the current report. Sharing of evaluation findings will take place through academic channels and with service organizations and agencies and participants. The evaluation was presented at the 17<sup>th</sup> International Conference on the Reduction of Drug Related Harm in May, 2006 (peer reviewed) and at the Centre for Clinical Epidemiology and Evaluation at Vancouver General Hospital in June, 2006. It has been accepted for the 7<sup>th</sup> World Indigenous Women and Wellness Conference: Warriors Against Violence in Vancouver – September 2006, also peer-reviewed.

### Funding

Funding for MAP is secure for March 2004-06. Further funding is dependent on the findings of the evaluation. At this time, sustainable funding beyond this period is not in place. The annual budget for MAP in 2006/07 is \$294,000.

## Recommendations

1. The Women's Strategy Task Team and Joint Management Committee of MAP should work together to develop a strategy for dissemination of the MAP evaluation.
2. The Women's Strategy Task Team and Management Committee should partner with academicians to publish evaluation findings in the peer-reviewed literature.
3. MAP stakeholders should ask provincial and federal agencies with specific mandates around health, women's issues, safety, and employment skill development to contribute to the development of a sustainable funding platform for MAP.
4. A process for an annual review of the project be implemented and funded.

## Summary of Recommendations

1. Consistent and sustainable funding for MAP.
2. Financial and organizational support for a 24/7 safe place for women in the DTES.
3. Continued participation of sex workers in the ongoing management and operation of MAP.
4. Job descriptions are prescriptive enough to ensure that those meeting stated qualifications are capable of fulfilling their role.
5. Qualifications for the MAP coordinator include prior experience in building capacity with marginalized women.
6. The coordinator is supported by a deputy coordinator or more administrative responsibility is delegated to the van driver position.
7. Modification of the training program to integrate time spent in the classroom, in the community and on the van over six weeks on a part time basis.
8. Review of the communications plan for MAP and with continued efforts to target select audiences, particularly the police, with scheduled follow-up.
9. Supplement training of van staff with respect to defusing violent situations.
10. Build relationships with organizations that provide transportation services
11. Educate police on the roles and functions of van staff and work towards expedited help for van staff when needed.
12. Continue emphasis on self care and debriefing for van staff
13. Incorporate knowledge of sex work into sensitivity training for emergency services personnel.
14. Support any urgent response initiatives that would address the need for sensitive medical care available 24/7 in the DTES, for example, services modelled after the Vancouver Coastal Health Street Nurses program.
15. Strengthened relationships with agencies that care for minors for the purpose of making referrals.
16. Through their knowledge of agencies and their staff, encouragement by van staff of women to access available sources of food and clothing.
17. Develop relationships with additional agencies providing HIV/AIDS counselling for purposes of accessing information and making referrals.
18. Expand hours of van service from 6 pm until 6 am.
19. Expand MAP to other municipalities in the Lower Mainland.
20. Financial and organizational support for a 24/7 safe place for women in the DTES.
21. Collaborate with VIDUS to study of MAP users to measure in quantitative and qualitative terms if ongoing access to the van changes health behaviours.
22. Reinforce that the limits of first aid treatment are restricted to what was taught in the St. John's First Aid Certificate course.
23. Enhance documentation to include more information on the nature of referrals given, follow-up, and what encourages women to use services to which they are referred.
24. Supplement van services with outreach workers who will facilitate access to referral services.
25. The Women's Strategy Task Team and Joint Management Committee of MAP should work together to develop a strategy for dissemination of the MAP evaluation.
26. The Women's Strategy Task Team and Management Committee should partner with academicians to publish evaluation findings in the peer-reviewed literature.
27. MAP stakeholders should ask provincial and federal agencies with specific mandates around health, women's issues, safety, and employment skill development to contribute to the development of a sustainable funding platform for MAP.
28. Implementation and funding of a process for an annual review of MAP.

## References

1. Kingsley C. *Making sex work safe and developing strategies to help girls and women who want to exit commercial sexual exploitation*. Vancouver, B.C.: Regional Strategy Meeting on Commercial Sexual Exploitation; 2003.
2. Currie S, Laliberte N, Bird S. *Assessing the violence against street-involved women in the Downtown Eastside/Strathcona Community*. Vancouver, B.C. 1994
3. PACE and WISH Partnership Agreement; 2003:2.
4. Spittal P, Craib L, Wood E, et al. Risk factors for elevated HIV incidence rates among female injection drug users in Vancouver. *Canadian Medical Association Journal*. 2002;166(7):894-899.
5. Tyndall M, Craib K, Curries S, Li K, O'Shaughnessy M, Schechter M. Impact of HIV infection on mortality in a cohort of injection drug users. *JAIDS*. 2001;28:351-357.

# Appendices

**THE MOBILE ACCESS PROJECT EVALUATION  
CLIENT SURVEY PART I**

1. How did you hear about the van?

- from other sex trade workers
- from WISH staff
- from PACE staff
- other

specify \_\_\_\_\_

2. Why do you use the van?

- safety and security
- comfort
- supplies
- referral and information

3. How often do you use the van?

- once a night
- twice a night
- more than twice a night
- two nights a week
- once a week
- whenever you're working
- when you're not working

4. What makes it easy for you to use the van?

- it's near
- not a lot of people using it
- staff working you feel comfortable with
- staff reach out to me
- other reason

specify \_\_\_\_\_

5. Does the van make you feel safer?

- Yes
- No

If yes, what is it about the van that makes you feel safer?

\_\_\_\_\_

If no, how could the van make you feel safer?

\_\_\_\_\_

6. What stops you from using the van?
- can't find it
  - dates come by
  - gets in the way of your work
  - something bad happens
  - unaware it's there
  - too many people there already
  - staff working you don't feel comfortable with
  - other reason – specify:
- 

7. At what point during your work day do you usually use the van?
- when you first go out to work, to get supplies
  - after your first date for the night
  - later during the bar rush
  - in the early morning hours
  - other time(s)
- specify \_\_\_\_\_

8. We're interested in learning when women need the van the most.  
Are there *special times during the year* when you need the van the most?
- after hockey games or concerts
  - during certain holiday times
  - cold and wet out
  - after a bad date or bad experience
  - other time
- specify \_\_\_\_\_

9. I have a couple of last questions I'd like to ask you, if you feel comfortable answering them let me know, if you don't that's fine too.

(i) Would you be comfortable telling me your age range?

- |                                   |                                   |
|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> 10 to 15 | <input type="checkbox"/> 40 to 45 |
| <input type="checkbox"/> 16 to 21 | <input type="checkbox"/> 46 to 51 |
| <input type="checkbox"/> 22 to 27 | <input type="checkbox"/> 52 to 57 |
| <input type="checkbox"/> 28 to 33 | <input type="checkbox"/> 58 to 63 |
| <input type="checkbox"/> 34 to 39 | <input type="checkbox"/> 64 +     |

(ii) Would be comfortable telling me what ethnic group you identify with?

- European
- Aboriginal
- South Asian
- South East Asian
- East Asian
- African

**THE MOBILE ACCESS PROJECT EVALUATION  
CLIENT SURVEY PART II**

1. What supports and services do you get from the van?
  - legal referrals or assistance contacting law enforcement
  - housing or temporary shelter referrals
  - getting assistance contacting medical care in Emergency
  - access to doctors and/or nurses who are respectful and helpful
  - workers on the van who listen well
  - workers on the van who offer useful information
  - workers on the van who make you laugh/feel comfortable
  - none of the above
  - other: please specify\_\_\_\_\_
  
2. Do you report bad dates to van staff?
  - Yes
  - No
  
3. Are you aware that you can report bad dates to van staff?
  - Yes
  - No
  
4. What would encourage you to take the time to report a bad date?  
\_\_\_\_\_
  
5. What kinds of information do you get from the van?
  - BAD Date alerts
  - BOLFS (Be on the look out for)
  - Missing persons alerts
  - notices, invitations and/or reminders for upcoming events of interest – especially where there is food, honoraria, or a chance to give your input
  - community resources
  - quick phone numbers for emergency services, like detox, transportation and shelters
  - bad drug alerts
  - crack information
  - other resource information for women including educational opportunities, free meals, shelters
  - none of the above
  - other: please specify\_\_\_\_\_



6. What supplies do you get from the van?

- rigs
  
- condoms for both vaginal and anal intercourse
- female condoms
- water-based lubes
- sterilized water,
- alcohol, swabs, and ties
- crack kits
- latex gloves
- first aid
- coffee
- juice
- food
- other: please specify \_\_\_\_\_
- none of the above

7. Do you return used rigs to the van?

- Yes
- No

*If yes:*

- always
- sometimes
- rarely

*If no, why not?* \_\_\_\_\_

8. Has the van changed your working situation?

- No
  - Yes
- If 'Yes', how has it changed your working situation?
- \_\_\_\_\_

---

9. Has your relationship with the police changed because of the MAP van?

- No
  - Yes
- If 'Yes' what difference does the MAP van make? \_\_\_\_\_

10. By van staff, do you feel . . .

- respected?
- valued?
- cared for?

11. Does the van . . .

- decrease you sense of isolation?
- change the way you work?

12. When the van *isn't* around, are you . . .

- less relaxed?
- less comfortable?
- more nervous about your safety?
- more vigilant of your safety?

13. When the van *isn't* around do you have access to other resources?

- No
- Yes

What resources? \_\_\_\_\_

14. Has the van made life easier for you?

- No - why not ? \_\_\_\_\_
- Yes – How \_\_\_\_\_

15. Why does the van make you feel safer?

- eyes on the street
- women there to talk to
- women around
- safe place to get off the street if you need to
- reliable (i.e. will come/days/week, every night of the year)

16. Can you think of a time when the van prevented you from being injured?

- No
- Yes

17. Can you think of a time when the van prevented you from being sexually assaulted?

- No
- Yes

**THE MOBILE ACCESS PROJECT EVALUATION**  
**VAN STAFF – INTERVIEW GUIDE**

1. Do minors use the van?
2. What is your sense of how women balance a need for accessing the van with the need to work?
3. What kind of safety risks do you experience?  
(prompts)
  - from women on the van
  - from men who don't want you around the women
  - from men who want service, but are rejected
  - from yahoos and johns cruising the stroll
  - from residents in the neighbourhoods
  - other
4. How often do you feel at risk working on the van?
5. Is there a particular area or time or day that you feel more at risk?
6. Do you experience stress working on the van?
7. Can you identify the source(s) of your stress?  
(prompts)
  - confidence in co-workers
  - anxiety around safety risks
  - not heard by management committee about personal concerns and issues
  - not heard by management committee about operational concerns
  - certain women who come on the van, who are very demanding and threatening
  - not enough shifts available
  - irregular and unpredictable scheduling
  - other
8. How are the stresses you've been talking about dealt with? I.e. by whom, van staff/coordinator, and in what way?
9. In what ways are you, the staff, supported by WISH/PACE?  
(prompts)
  - regular staff meetings
  - workshop opportunities
  - support worker (Ali from PACE)

- freedom to call and check in
- other

10. In what ways could WISH/PACE provide more/other support?  
(prompts)

- more frequent staff meetings
- more workshop opportunities, examples:
- increased access to management committee members
- better feedback on performance
- better and more timely response to concerns
- hire a full-time coordinator
- other

11. Do you feel supported by the police? If yes, in what ways?

12. How is the van's route decided upon? I.e. where you'll be and when?

13. When does the van route change?

14. How frequently should the van route change?

15. How would you recommend letting members know of these changes?

16. What are the peak times during your shift?

17. What are the slow times during your shift?

18. Have you noticed any particular outside factors that make the van busier than at other times? I.e. hockey or football games, particular holidays.

19. How do you know the van is targeting the places where members work?  
(prompts)

- feedback from members on the strolls
- feedback from PACE
- feedback from WISH drop-in
- where usually stop there are changes in numbers of women accessing van
- other

20. Do you have a sense of the nature of the violence clients are experiencing? If yes, please explain.

21. Does this violence the clients are experiencing affect van use? I.e. increase need or get in the way of van use.

22. Are there limitations or restrictions amongst women as to who can use the van?
23. Are there any subgroups among potential van users that are conspicuously absent?
24. What health issues are being addressed by the van?
25. What services does the van provide that women *are* accessing?
26. What services does the van provide that women *aren't* using?
27. What services would women like to receive from the van (that they aren't currently getting)?
28. Does the van change the nature of women's contact with police?
29. Do women receive or ask for information about people they or others are trying to contact?
30. Do women use the van to report bad dates?
31. Do women on the street communicate openly with van staff?
32. Have the strolls modified because of the van?
33. What are client's needs for first aid?
34. Are clients asking for condoms?
35. Are clients asking for clean needles?
36. In your experience working on the van, how do you think the van has changed women's behaviour?
37. In your opinion, what are some barriers for women that prevent them from letting van staff call for needed emergency response services?

## **EMPLOYMENT OPPORTUNITY PACE/WISH MOBILE ACCESS PROJECT (MAP)**

WISH and PACE are working together to provide women's only mobile services for women sex workers in the Vancouver area. The Mobile Access Project (MAP), operates seven days a week from 11 p.m. to 6 a.m. MAP travels throughout the Vancouver area and provides the following services to women sex workers:

- A place of respite and safety from violence
- Resource and referral information
- Condoms and clean needles
- Prevention of violence counseling and information
- Basic first aid services.
- Immediate response to emergency services

### **Full Time Project Coordinator**

Working under the direction of the MAP Joint Management Committee (MJMC), the Project Coordinator works as a team builder in a front-line service project. She is in regular communication with the MAP Joint Management Committee, MAP staff, PACE and WISH and plays an active community liaison role. The Project Coordinator's chief objective is to ensure the operation of the MAP van for the benefit and safety of women working on the street in Vancouver. She will achieve this through leading, training and supporting a staff made up of full or part-time staff.

### **Key Duties and Responsibilities:**

- Coordinates the day-to-day operations of the MAP van including staffing, maintenance, reporting, statistics and safety.
- Provides strong leadership through collaboration and consensus building.
- Facilitates monthly staff meetings and information sessions.
- Delivers and/or arranges for relevant workshops, individual and group training, information gathering, resource creation, addressing staff learning and support needs.
- Provides individual and group de-briefing, support and capacity building through situational learning
- Provides leadership, guidance and coordination to other training and development specialists, instructors and /or external consultants
- Schedules regular staff meetings, training sessions and workshops.
- Prepares and maintains all payroll records.
- Prepares and maintains all statistical records.
- Purchases and orders all supplies necessary for delivering services from the MAP van.
- Prepares all necessary written and financial reports including reports to the MAP Joint Management Committee.
- Prepares and maintains monthly petty cash reports.
- Presents draft proposals for operating policies and procedures for discussion and ratification by the Joint Management Committee.
- Establishes and maintains collaborative relationships with staff, the Joint Management Committee, sex workers, community agencies, law enforcement, and researchers.
- Ensures MAP is operating safely at all times;
- Oversees and monitors MAP risk management procedures to ensure they are sufficient to protect the MAP project, employees and peer workers from liability and other claims.

- Ensures expenditures for the project do not exceed approved budget.
- Works side by side with staff on and off the van.
- Actively participates in conflict resolution with staff as a group and as individuals
- Acts as a relief driver in the absence of other viable options.

**Qualifications:**

- Experience in Non Profit Sector or Business Management, Sociology, Human Resource Management or related disciplines or a combination of work experience and education.
- Direct supervisory experience and leadership in program management, staff support and coordination is required
- Experience working in the Downtown Eastside or a comparable community is required.
- Exceptional ability to maintain non-judgmental and approachable manner is required;
- Exceptional proven team-building ability combined with excellent verbal and written communication skills are required.
- A strong understanding of sex work issues, health and safety issues and related societal causal factors will be considered an exceptional asset.
- Demonstrated high level of proficiency in computer programs, statistical reporting, staff scheduling is required
- A valid drivers license and a criminal record check is required for this position.
- Must be available for flexible working hours.
- Training and experience in conflict resolution, de-escalation, and problem solving.
- Experience and ability to design, develop, implement and evaluate training plans, workshops and provide training to groups and individuals.
- Demonstrated ability to provide de-briefing, support, mediation, and other related employee assistance services;
- Willingness and ability to work varied shifts
- Other duties as assigned.

**This position is open to women only**

Former sex workers are encouraged to apply..

**Start Date:** immediate

**Remuneration:** \$35,000 per year plus benefits.

We appreciate all who apply and thank you in advance however only those selected for an interview will be contacted.

**Deadline for applications:** October 3,2005

**Mail, fax or email your resume to:**

MAP Project Hiring Committee  
515 – 119 West Pender Street  
Vancouver, BC V6B 1S5

**FAX: 604-669-9479**

**Email: [wishdropincentre@telus.net](mailto:wishdropincentre@telus.net)**

**Website:** pace-society.ca

wish-vancouver.net

# MOBILE ACCESS PROJECT (MAP)

## JOB DESCRIPTION

### Contracted Position

Job Title:

STAFF TRAINER / DEVELOPMENT COORDINATOR

### **Project Description:**

Prostitution Alternatives Counselling Education (PACE) Society and the WISH Drop-in Centre Society (WISH) are jointly providing mobile services for women sex workers in the Vancouver area. The Mobile Access Project (MAP) is operating seven days a week from 11 p.m. to 6 a.m. providing these services on sex working strolls:

- A place of respite and safety from violence;
- Resource and referral information;
- Condoms and clean needles;
- Prevention of violence counselling and information;
- Basic first aid services.

### **Job Summary:**

This self-directed position will implement, support and further develop the Mobile Access Project's (MAP) staff training and development initiatives under the direction of the MAP Joint Management Committee. This position will be administered by PACE Society and work collaboratively and closely with the MAP Project Coordinator.

More specifically, this position will:

- provide individual and group de-briefing, support and capacity building through situational learning (*on-going*);
- provide specific, scheduled formal training in the form of workshops, group facilitation, information gathering, resource creation and other learning exchange mechanisms (*as needed*);
- provide leadership, guidance and coordination to other training and development specialists, instructors and /or external consultants (*as needed and approved*);
- consult with MAP Project Coordinator and prepare regular and necessary reports to the project's Joint Management Committee (*as scheduled*).

### **Knowledge, Skills and Abilities Required:**

- experience working in the Downtown Eastside or comparable community
- demonstrated advanced knowledge and skills of adult learning principles and a wide range of teaching skills that include situational, adventure, collaborative inquiry, interactive groups and individual tutorial methods, techniques and formats;
- strong interpersonal and communication skills
- the ability to work effectively with a wide range of constituencies in a diverse and multi-literate community;



- demonstrated advanced ability to provide de-briefing, support, mediation, and other related employee assistance services;
- demonstrated advanced ability to design, develop, implement and evaluate training plans, curricula, and instructional methodology that truly balances project needs with learning styles and working cultures;
- knowledge of the socio-economic, health and safety issues of sex workers and high risk environments;
- willingness and ability to work varied shifts
- strong computer skills
- a valid B.C. Driver's License

Salary:

\$19.00 per hour/ 20 hours per week

**EMPLOYMENT OPPORTUNITY**  
**PACE/WISH MOBILE ACCESS PROJECT (MAP)**  
**MAP Driver, One night a week and relief**

WISH and PACE work together to provide mobile services for women sex workers in the Vancouver area. The Mobile Access Project (MAP) operates seven days a week from 10:30: p.m. to 5:30 a.m. MAP travels throughout the Vancouver area and provides the following services to women sex workers:

- A place of respite and safety from violence
- Resource and referral information
- Condoms and clean needles
- Prevention of violence counseling and information
- Basic first aid services.

**Opportunity: MAP Driver, One night a week and relief:**

Working under the direction of the MAP Project Coordinator, MAP Drivers have core responsibility for the care and control of the van. MAP Drivers work directly with sex workers to provide a safe and respectful environment.

Drivers work on a nightly basis in a fast spaced, team-centered environment and will:

- Work with all MAP van staff to ensure MAP operates safely;
- Work directly with sex workers to ensure their safety in the van;
- Assist with basic first aid needs as required;
- Directly contact police and emergency services as needed;
- If necessary and on request, provide clean needles, condoms and other personal care items when available; and
- Track supply needs and provide supply-ordering requirements to the Project Coordinator.

**Salary: \$16/hr.**

**Qualifications:**

- Must be drug free for minimum of one year;
- Class 5 driver's license with clean driving record;
- Exceptional ability to maintain open, non-judgmental and approachable manner is required;
- Strong ability to function effectively and maintain focus in difficult and/or crisis situations is required.
- Strong verbal communication skills are required;
- A respectful approach to working with diverse and multi-literate people is required.
- Experience working in the Downtown Eastside or a comparable community is considered a strong asset;
- A strong understanding of sex work issues and related societal causal factors will be considered an exceptional asset.

**We thank you for your interest. Only candidates selected for an interview will be contacted. Preference will be given to women with experience in Sex Work. This position is open to women only.**

Deadline for applications: April 11, 2006

**Mail, fax or email your resume to:**

**MAP Hiring Committee**

c/o Wish Drop-in Centre Society

515-119 West Pender Street

Vancouver, BC V6B 1S5

Fax: 604-669-9474, e-mail: [wishdropincentre@telus.net](mailto:wishdropincentre@telus.net)

<p>If you are a former or current sex worker and want more information about MAP and/or Driver positions, please call: WISH: 604-669-9474 PACE: 604-872-7651 1-866-872-8751</p>
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## **EMPLOYMENT OPPORTUNITY PACE/WISH MOBILE ACCESS PROJECT (MAP)**

WISH and PACE are working together to provide mobile services for women sex workers in the Vancouver area. The Mobile Access Project (MAP), will operate seven days a week from 11: p.m. to 6: a.m. MAP will travel throughout the Vancouver area and provide the following services to women sex workers:

- A place of respite and safety from violence
- Resource and referral information
- Condoms and clean needles
- Prevention of violence counseling and information
- Basic first aid services.

### **MAP Peer Support Worker - Up to 10 part time positions**

Working under the direction of the MAP Project Coordinator, MAP Peer Support Workers will work directly with sex workers to provide peer support in a safe and respectful environment. Peer Support workers will work part time on a nightly basis in a fast paced, team-centered environment and will:

- Work with all MAP van staff to ensure MAP operates safely;
- Work directly with active survival sex workers to ensure their safety in the van;
- Upon request, provide:
  - peer counseling and support;
  - prevention of violence information and counseling;
  - resource and referral information to those who request, including recovery and health services
- Provide clean needles, condoms and other personal care items when available; and
- Assist with basic first aid needs as required.

**Honorarium/Training Compensation: \$10/hr**

### **Qualifications:**

- Peer Support Workers must be former or current sex workers, bringing a strong understanding of sex work issues and related societal causal factors will be considered an exceptional asset.
- Strong peer and non-peer communication skills are required;
- Exceptional ability to maintain open, non-judgmental and approachable manner is required;
- Strong ability to function effectively in difficult and/or crisis situations is required.
- A respectful approach to working with diverse and multi-literate people is required.
- While a criminal record check is required for this position, you can still work with MAP even if you have a criminal record.

**Deadline for applications: January 2, 2004**

### **Mail, fax or email your resume to:**

Hiring Committee: MAP Project Coordinator  
515 – 119 West Pender Street  
Vancouver, BC V6B 1S5  
**FAX: 604-669-9479**  
**Email: [wishdropincentre@telus.net](mailto:wishdropincentre@telus.net)**

If you are a former or current sex worker and want more information about MAP and/or Driver positions, please call:  
WISH: 604-669-9474  
PACE: 604-872-7651  
1-866-872-8751  
**Please note:** We welcome applications from non-sex workers for all MAP positions but please do not call for further information unless you are a former or current sex worker.

## **Mobile Access Project (MAP) Employment Project**

On behalf of WISH Drop-in Centre Society/Prostitution Alternatives Counselling Education, we are offering you the position of **Full-Time Support Worker** with the Mobile Access Project (MAP) effective February 2, 2004 based upon ratification by the WISH and PACE Boards of Directors by February 28, 2004.

MAP is a two year pilot project with an end date of March 31, 2006. MAP funding is provided through the Vancouver Agreement and the Full-Time Support Worker position is conditional upon continued funding.

MAP is a partnership project amongst WISH, PACE and the Vancouver Agreement's Women's Task Team. The project arises from the acute necessity for immediate, forceful and coordinated change to reduce violence against women working in the Vancouver sex trade and improve their access to counseling and basic and preventive health services. The service model is informed by the Call for Action conference recommendations; a conference organized by B.C. Coalition of Experiential Women. MAP is committed to ensuring its services reflect what sex workers consider to be relevant and necessary to support their safety and well-being.

By accepting this position, you agree to fulfill the following duties:

### **Full-Time Support Worker: Duties and Responsibilities:**

As a MAP Full-Time Support Worker, you will work on a nightly basis in a fast spaced, team-centered environment to provide services and support. You will:

- Work directly with sex workers to ensure their safety in the van;
- Directly contacts police and emergency services as needed;
- On request, provides:
  - Resource and referral information to needed services including recovery and health services;
  - prevention of violence counseling and information;
- Perform basic first aid as required;
- Provide clean needles, condoms and other personal care items when available;
- As possible, work with related social services and agencies to follow-up on MAP-directed referrals;
- Undertake other duties as assigned.

The position is remunerated at \$16/per hour on a 35 hour week. Vacation entitlement is based on British Columbia Employment Standards provisions. Your direct report is to the MAP Project Coordinator which oversees the MAP project under the direction of the MAP Joint Management Committee.

All MAP employees serve a three month probationary period upon which an employee evaluation will be conducted.

After six months service, you are invited to apply for employee benefits.