

ANNEXES

I. Checklist for Standard and Quality of Provision of Adolescents and Youth-Friendly Services

Indicate yes or no for the following components with clear explanations on why in the comments column. This can be filled by observation, interview or examination.

CHARACTERISTIC	YES	NO	COMMENT
Equitable			
Policies and procedures that ensure services are offered to all adolescent and youth clients without discrimination in place			
Service providers administer the same level of care and consideration to all adolescent and youth clients without discrimination			
Accessible			
Cost of services are free or affordable			
Services are available and provided at convenient hours for all adolescent and youth clients			
Community informed on the benefits and availability of adolescents and youth friendly services			
Signage available and visible at the point of service delivery with range of services and operating hours			
Adolescents well-informed about the range of available services and how to obtain them.			
Facilities are conveniently located for ease of access to adolescent and youth clients			
Acceptable			
Adolescents and youth are able to consult with service providers at short notice, whether or not they have a formal appointment.			
Service provider spend adequate time with adolescent and youth clients			
Service providers are respectful and non-judgmental to adolescent and youth clients			
Referral and follow-up done in short and reasonable time frame			

CHARACTERISTIC	YES	NO	COMMENT
Materials provided in a familiar language, are easy to understand, eye-catching and responsive to different disabilities and other needs of adolescent and youth clients.			
Policies and procedures are in place that guarantee adolescent and youth client of privacy and confidentiality.			
Service delivery point is appealing and clean			
Adolescents and youth are actively involved in designing, assessing and providing services.			
Adolescents and Youth involved in decision making on youth friendly services provision			
Service providers are friendly and responsive to adolescent and youth clients			
Service providers ensures privacy and confidentiality to adolescent and youth clients			
Appropriate			
Package that fulfils the needs of adolescents and youth clients available			
Referral, linkages and follow-up systems and procedures available			
Effective			
Service providers have the required competencies to work with and provide adolescent and youth with all the services required and address any other concerns and needs			
Service providers are trained to provide adolescent and youth friendly services			
Service delivery point has the relevant and appropriate equipment, supplies and technology to provide services.			
Service providers use evidence-based protocols and guidelines to provide services.			

2. Checklist for appropriate and relevant infrastructure and technology for Provision of Adolescents and Youth-Friendly Services

- Adequate/separate space, comfortable, secure surrounding.
- Should be attractive to young people
- Should offer auditory and visual privacy (a door that closes, or music to cover sound)
- Should be thermally neutral (not too hot or cold)
- Should be clean
- Should have proper lighting
- Should have access to soap and clean water
- Should have a mirror
- Should have clean toilet facilities and a shower if possible
- Should have a table and a desk
- Should have seats
- IT section, to include computers, internet connectivity and IEC materials
- Should have a call number that can be use by young people to reach the facility.