



How to Establish a Youth Friendly Facility: Tips for Star YFS Performance



What is a Youth Friendly Service (YFS)?

Youth friendly services are those programs and services that:

- Provide young people a comfortable and appropriate setting where their unique physical, Psychological, emotional development and service needs are met.
- Are free from barriers that will limit young people's access to information and services.
- Ensure privacy and confidentiality and retain them for follow up.

Steps for Establishing Youth Friendly Services

- Facility assessments using appropriate tools.
- Development of facility improvement plans including financial resources for refurbishing, supplies, equipment and educational materials.
- Orientation of the facilities following improvement plans and available resources.
- Training of providers and other support staff in YFS concept.
- Development and implementation of the minimum YFS package.
- Establishing community involvement and outreach through peer educators, communitybased distribution of condoms and other means of advertising the clinic.
- Linking the clinic with schools and other places where youth congregate.
- Development of referral network system and contact list.
- Development of a master work plan for ASRH for the year, posted on the wall and achievements tracked.
- Monitoring improved YFS through periodic self assessment, facility reassessment, and analysis of services statistics.
- Requesting supervision and feedback from district coordinators and MOH/HQ.
- Sharing lessons learned with other providers and at the national level.

Are You Providing the Minimum YFS Package Defined for Your Facility? If not, Start it Now!

- **Information and Counseling:**
 - Sexuality, safe sex, reproductive health and decision making
 - Understanding relations, condom use, delaying initiation of sex, avoiding concurrent and multiple partners, avoiding intergenerational sex (older men and young girls, older women and young boys)?
 - Contraception especially dual protection for pregnancy and HIV and emergency contraceptive pills (ECP)
 - Prevention of HIV in case of rape including post exposure prophylaxis (PEP)
 - Living positively with HIV including Isoniazid Prevention Therapy (IPT), Pneumocystis Carinii Pneumonia PCP), and Antiretroviral Therapy (ARVs)
 - Nutrition
 - Sexual abuse and violence
 - Substance use and abuse
 - Mental health
 - Rights to information and services?
 - Other reproductive health issues

Testing:

- STIs
- VCT or Routine Testing for HIV
- Pregnancy

Management:

- Sexually transmitted Infections STIs)
- Post abortion care (PAC)
- Sexual abuse and violence
- PEP, ARVs, IPT, PCP
- Minor ailments

Other Services

- Contraception including condoms and their correct use.
- Antenatal and postnatal care.
- Delivery and emergency obstetric care (EMoC) for hospitals and clinics with maternity services.

Referral and Linkages

- Emergency services including for PAC and deliveries including EMoC.
- Legal, drug rehabilitation and other social support services.
- Linkage with youth serving organizations, youth networks and behavior change and advocacy programs.



For more information, visit your nearest clinic

Does Your Facility Fulfill the Following Characteristics of YFS?

Facility and Physical Environment:

- Conveniently located and easily accessible to youth? Is it close to public transport? Places where youth hung out such as schools?
- Do you have a sign post identifying your YFS clinic, its clinic hours and available services?
- Do you have a separate space (waiting room and counseling rooms) or special times to serve youth such as Saturdays and afternoons?
- Is furnishing comfortable, adequate and environment clean and orderly?
- Do you serve both young men and young women for their needs or as partners?

Provider and Staff Preparedness:

- Are you specially trained to serve adolescent clients in sexual and reproductive health (SRH)?
- Do you counsel adolescents in a private and confidential manner?
- Do you spend sufficient time interacting with young people?
- Do you have job aids to help service you in your daily work (eg. Flipcharts, pocket guide, wall charts, posters) that remind them of key messages, clients' rights and educational materials for youth?
- Are you sensitive to the needs of both males and females?
- Are you respecting, interested in and motivated to work with young people?
- Do you speak the local language(s)?
- Are you supportive, open, accepting and knowledgeable about ASRH services?
- Do you check whether your values are conflicting with the rights of youth?

Services Provided:

- Do you provide all components of the minimum YFS package identified for your facility?
- Do you serve youth without regard for their age, gender, disability or marital status?
- Are youth counseled on dual protection, HIV, STIs, pregnancy, sexuality etc.?
- Do you have the drugs, supplies and equipment that are adequate and appropriate for the minimum package?
- Are fees affordable or waived for young People?

Policies/Administration:

- Do you have the policies and procedures that support programs and services for young people available?
- Do you appropriately and consistently apply these policies and procedures?
- Is the minimum ASRH package for your facility defined and funded?
- Do you routinely and meaningfully involve youth in clinic activities?
- Is the waiting time for young people reasonable to attract future visits?
- Do you receive support supervision and ongoing feedback about your performance from district health team and MoH? Do you have appropriate management information system forms (clients records and monthly statistics reports etc.)
- Do you keep or handle client records confidentially?
- Do you collect and analyze data and use it to enhance programs and services? Do you display your services statistics and work plans on visible places and monitor progress on a monthly & quarterly bases?
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Community Outreach and Publicity for Recruitment of Client:

- Are you working with a district/village ASRH committee?
- Do you carry out outreach activities from your clinic to youth & community?
- Do you have at least two trained peer educators and/or counselors?
- Do you have youth and/or adults distributing contraceptives including condoms in your outreach program?
- Do you have periodic outreach services to schools?
- Do you publicize your YFS through radio, TV, or distribution of materials?

Referral and Support Services:

- Do you have a referral system and contact lists in place for the following services?
- Hospitals and other clinics? Legal, social, & rehabilitation services; Behavior change and advocacy Programs? Support networks for youth living with HIV? Livelihood development programs? Sports and recreation services?

For More Information, Contact:

Our District Health Management Team

Sexual and Reproductive Health Unit, MOH/HQ

