



CHIVA SOUTH AFRICA
MENTORING. PARTNERING. SAVING LIVES.

ADOLESCENT AND YOUTH-FRIENDLY SERVICES – COMMITMENT TO PROVIDING AYFS

(Modified from *LoveLife AYFS Toolkit*)

ORIENTATION TO AYFS: CLINIC COMMITMENT TO BEING ADOLESCENT AND YOUTH FRIENDLY

During in-service training, an overview of AYFS should be provided by OM or AYFS Champion. Following this, the clinic team should be asked to commit to working together to achieve this.

To make our clinic accessible and friendly to adolescents and youth, we will work together to ensure that our clinic:-

- Treats adolescents and youth in a respectful and non-judgemental attitude
- Is sensitive to youth issues and understands the challenges that may affect them, including age, gender, sexual orientation, HIV status and socio-economic issues
- Maintains young people's privacy and confidentiality and encourages discussion of problems
- Provides information and education to enable young people to make informed choices about their health and the services they need
- Provides a wide range of high quality prevention and treatment services through dedicated, skilled healthcare staff
- Provides appropriate and timely referral to support and services that are not provided in the clinic
- Has a welcoming, safe and clean environment
- Provides a range of educational materials that are appropriate for different age/understanding and in local languages
- Works with young people to build life skills and promote healthy life choices
- Prioritises youth services at a time that suits our youth community
- Includes adolescents and youth in decision making around how services are designed, delivered, developed and evaluated
- Works with other agencies, organisations and groups to increase the range of services available to adolescents and youth
- Works with our partners, adolescent and youth community and civil society to continue to reflect, respond and improve our services

