

QUESTIONS TO CONSIDER WHEN CREATING A YOUTH FRIENDLY ENVIRONMENT

DOES YOUR OFFICE/HEALTH CENTER HAVE.....

- An atmosphere that is appealing to adolescents (pictures, posters, wallpapers, magazines that would interest adolescents and reflect their cultures and literacy levels)?
- Appropriate sized tables and chairs in your waiting and exam rooms (i.e. not for small children)?
- Private areas to complete forms and discuss reasons for visits?
- Facilities that comply with the Americans with Disabilities Act?
- Decorations that reflect the genders, sexual orientations, cultures, and ethnicities of your clients?

DO YOU PROVIDE.....

- Health education materials written for or by teens at the appropriate literacy level and in their first languages?
- Translation services appropriate for your patient population?
- A clearly posted office policy about confidentiality?
- After school hours?
- Opportunities for parents and adolescents to speak separately with health care provider?
- Alternatives to written communications (e.g. phone calls, meetings, videos, audiotapes)?
- Health education materials in various locations, such as the waiting room, exam room, and bathroom, where teens would feel comfortable reading and taking them?
- Condoms?

DOES YOUR STAFF.....

- Greet adolescents in a courteous and friendly manner?
- Explain procedures and directions in an easy and understandable manner?
- Enjoy working with adolescents and their families?
- Have up-to-date knowledge about consent and confidentiality laws?
- Incorporate principles and practices that promote cultural and linguistic competence?
- Consider privacy concerns when adolescents check-in?
- Provide resource and referral information when there is a delay in scheduling a teen's appointment?

WHEN YOU SPEAK TO ADOLESCENTS DO YOU.....

- Use non judgmental, jargon free, and gender-neutral language?
- Allow time to address their concerns and questions?
- Restate your name and explain your role and what you are doing?
- Ask gentle but direct questions?
- Offer opinions for another setting or provider?
- Explain the purpose and costs for tests, procedures, and referrals?
- Keep in mind that their communication skills may not reflect their cognitive or problem-solving abilities?
- Ask for clarification and explanations?
- Congratulate them when they are making healthy choices and decisions?

ARE YOU AWARE.....

- That your values may conflict with or be inconsistent with those of other cultural or religious groups?
- That age and gender roles may vary among different cultures?
- Of health care beliefs and acceptable behaviors, customs, and expectations of the different geographic, religious and ethnic groups?
- Of the socio-economic and environmental risk factors that contribute to the major health problems among the diverse groups you serve?
- Of community resources for youth and families?

Source: Adolescent Health Working Group, 2003