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