

# Making VMMC Services Male Adolescent-Friendly

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SESSION 7



# Key Standards for Adolescent-Friendly Services

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Adolescent-friendly services are:

- Equitable
- Appropriate
- Acceptable
- Accessible
- Effective

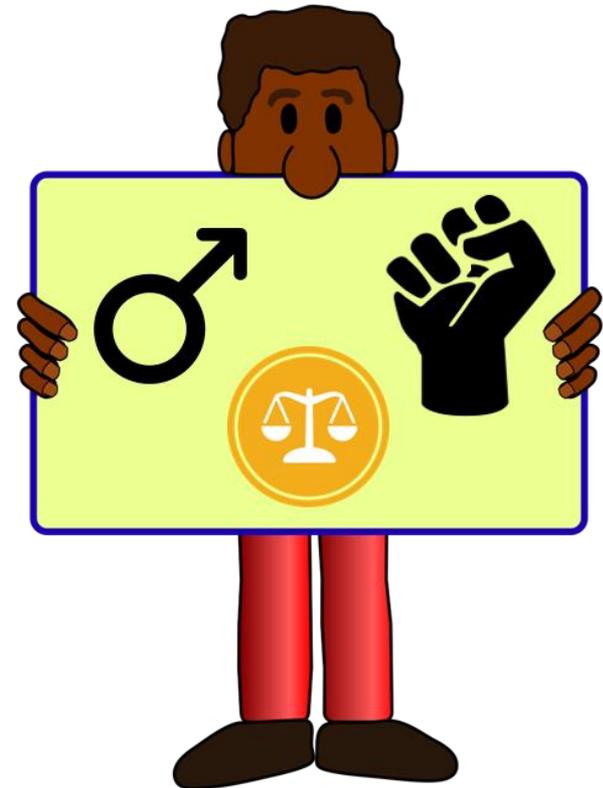
Source: World Health Organization (WHO). 2012. *Making health services adolescent friendly: developing national quality standards for adolescent friendly health services*. Geneva: WHO.

# Services Are Equitable and Appropriate

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Services are equitable: rights-based policies, standards, and guidelines address adolescents, specifically males. The required package of VMMC services is provided to all male adolescents without discrimination.

Services are appropriate: Counseling addresses issues of concern to all male adolescents and is respectful of cultural context and each individual's stage of development.



Sources: WHO. 2012. *Making health services adolescent friendly: developing national quality standards for adolescent friendly health services*. Geneva: WHO.

Ginsburg KR, Kinsman SB, eds. 2014. *Reaching Teens: Strength-Based Communication Strategies to Build Resilience and Support Healthy Adolescent Development*. Itasca, Illinois: American Academy of Pediatrics.

# Services Are Acceptable

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Through counseling, male adolescents:

- Feel safe and trust providers.
- Know that counseling is confidential.
- Feel respected, not judged, and not stigmatized (respect is of key importance to adolescent boys/males).
- Are ensured privacy (aural and visual).
- Feel comfortable and welcome.
- Are engaged in designing, providing, and promoting the service.



Sources: WHO. 2012. *Making health services adolescent friendly: developing national quality standards for adolescent friendly health services*. Geneva: WHO.  
Ginsburg KR, Kinsman SB, eds. 2014. *Reaching Teens: Strength-Based Communication Strategies to Build Resilience and Support Healthy Adolescent Development*. Itasca, Illinois: American Academy of Pediatrics.

# Services Are Accessible and Effective

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Services are accessible to male adolescents, meaning:

- Location is convenient.
- Transportation is available and affordable.
- Hours of operations are convenient.
- Services are free or at least affordable.

Services are effective, meaning:

- Providers/staff are well trained.
- Preference for male and/or female provider is taken into account (see training manual).
- Supplies are available and provided (e.g., condoms, pain medication).
- Pain management is provided and tailored to each client's pain threshold.
- Supplies of adolescent male-tailored/-affirming social and behavior change communication materials (brochures, referral cards, etc.) are available.

Sources: WHO. 2012. *Making health services adolescent friendly: developing national quality standards for adolescent friendly health services*. Geneva: WHO.

Ginsburg KR, Kinsman SB, eds. 2014. *Reaching Teens: Strength-Based Communication Strategies to Build Resilience and Support Healthy Adolescent Development*. Itasca, Illinois: American Academy of Pediatrics.

# What about Informed Consent/Assent?

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Informed consent and informed assent criteria:

- Is the form for informed consent consistently completed by the parent/guardian?
- Do providers understand the national policy that addresses age of consent?
- Are there any barriers to effective and efficient completion of informed consent? If so, how might these be overcome?
- Do adolescents understand informed consent?
- Are adolescents under age 18 asked to provide informed assent consistently? Is it verbal or written?



# Is There a Difference between Adolescent-Friendly and Youth-Friendly Services?

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Some differences include:

- Adolescents are 10–19 years old. Youth are 15–24 years old.
- Service standards (see previous slides) are tailored to reach and serve adolescents.
- Services are promoted to adolescents, not youth.
- Youth:
  - Are mostly older. They can be up to 35 years old in some countries.
  - Are more likely to be working or looking for work.
  - Are more likely to be sexually active, in a partnership, or married.
  - Are less likely to be living with their parents.

Source: United Nations Population Fund East and Southern Africa Regional Office (UNFPA ESARO). 2017. *Assessment of Adolescent and Youth-Friendly Health Service Delivery in the East and Southern Africa Region*. Sandton, South Africa: UNFPA ESARO.

# Questions

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Are there any questions?