



# READY to care

Improving health services for  
young people living with HIV



Thank you for picking up this leaflet. We want to share with you some of the things you can do to help young people living with HIV feel more comfortable and supported in health services.

Living with HIV presents young people with many challenges and we have lots of questions about our future. You are the adults in our lives who can make a big difference in how we cope and how we stay happy, healthy and safe.



We know that there are lots of guidelines, manuals and standards, such as those from the World Health Organization (WHO)<sup>1</sup>, that you are expected to use to make your services more youth-friendly.

One document that we think is also very important when working with young people living with HIV is the Positive Health Dignity and Prevention Framework.<sup>2</sup> This was developed by people living with HIV and encourages everyone to share responsibility for preventing HIV. It is about more than just our physical, mental and sexual health. It focuses on the rights, dignity and complete wellbeing of people living with HIV and the importance of meaningfully involving people living with HIV; hearing our voices and recognising our needs and desires.

We made this leaflet in consultation with young people from Zimbabwe, Tanzania, Mozambique and Swaziland – who are all part of the READY+ project and members of the Global Network of Young People Living with HIV (Y+) – so you can hear directly from young people about what really matters.

At the end of the leaflet there is a Charter. We hope you will feel proud to use this in your clinics and offices to show people that you support young people living with HIV to be positive about their futures, live healthy lives and be treated with dignity and respect.

1. WHO (2015) Global standards for quality health-care services for adolescents: A guide to implement a standards-driven approach to improve the quality of health-care services for adolescents.
2. GNP+ (2011) Positive Health, Dignity and Prevention: A Policy Framework.

There is also a scorecard for young people in your services to let you know how you are doing and for you to measure your progress.

Please share this with your colleagues and friends so that more young people living with HIV can have the best possible support.

We know that you can make a huge difference to the experience of young people accessing services. We are relying on you to help us stay happy, healthy and safe.



We hope you find this leaflet useful. If you do, tell others about it!



READY+ aims to advance sexual and reproductive health and rights (SRHR), psychological wellbeing, care and treatment with, by and for 30,000 adolescents and young people living with HIV in Mozambique, Swaziland, Tanzania and Zimbabwe. The programme is being implemented by an innovative and multi-disciplinary consortium of youth, SRHR, HIV and communication partners. READY+ is one of a portfolio of projects being implemented under the READY programme. For more information, visit [www.aidsalliance.org/readyplus](http://www.aidsalliance.org/readyplus)

Zvandiri



AFRICAID+



AIDS LEGAL NETWORK



CANGO



GLOBAL NETWORK OF PEOPLE LIVING WITH HIV



Together to end AIDS



Psychosocial Wellbeing for All Children

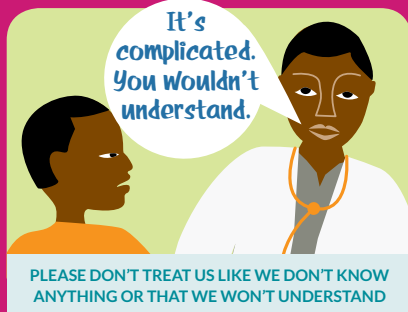


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For more information please reach out to the Global Network of Young People Living with HIV, Y+ at: [info@yplusnetwork.org](mailto:info@yplusnetwork.org)

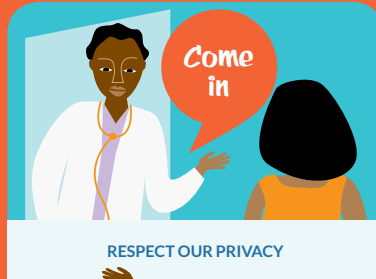


## Please don't:

- ✘ Ignore us and avoid eye contact.
- ✘ Laugh about us with other staff.
- ✘ Let other people jump the queue because they are older or they know you.
- ✘ Tell us how busy and stressed you are.
- ✘ Judge us because we ask for contraception.
- ✘ Flirt or behave inappropriately.
- ✘ Treat us like we don't know anything or that we won't understand.
- ✘ Let other people hear our conversations, talk to us privately.
- ✘ Share our status with others in the clinic or the pharmacy.
- ✘ Give us wrong or out of date medication.
- ✘ Give answers before we have finished explaining our questions.
- ✘ Describe us as a danger to the community.
- ✘ Tell us we can't do things like have a relationship or have children.

# Please do:

- ✓ Smile when you greet us, smile all the time!
- ✓ Make appointments early in the day or in the evening so we don't miss school.
- ✓ Try and make our appointments three monthly not every month.
- ✓ Respect our confidentiality.
- ✓ Make our visits simple and smooth.
- ✓ Let us be with people our own age, not waiting in queues with old people.
- ✓ Understand it is hard to take medication every day.
- ✓ Let us collect other drugs along with our ARVs.
- ✓ Give us hope and positivity, don't talk about us as victims or carriers.
- ✓ Give us more time to talk and ask questions.
- ✓ Appreciate we are all different and might need different types of support.
- ✓ Talk about things other than our medication.
- ✓ Help us access support when we don't have family to help.
- ✓ Make us feel loved, understood and protected.

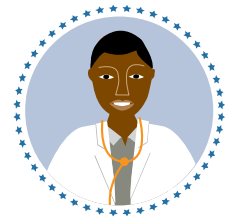


# Scorecard

We have committed to providing adolescent and youth-friendly health services at this health facility. If you are between the ages of 10-24 years, please complete this survey. Your responses will help us to improve our services. This survey is anonymous – you don't have to write your name. This is your opportunity to share your experiences.

		Always	Mostly	Sometimes	Never
1	Health providers greet me with a SMILE.				
2	Health providers show me that they believe I can live a full and happy life, have healthy relationships, and have a family of my own.				
3	Health providers listen to my questions without judgement.				
4	Health providers provide me with answers that are positive and give me hope.				
5	Even when health providers are busy they give me time to talk.				
6	Health providers explain things clearly and make sure I understand everything and can make my own choices.				
7	Health providers treat me with respect and don't talk about me with others.				
8	Health providers respect my privacy and will speak to me in a confidential space.				
9	Health providers make appointments quick and smooth so I am not waiting around.				
10	Health providers are fair to me and do not allow older clients to jump the queue ahead of me unnecessarily.				
11	Health providers find ways to make sure that I do not have to visit the clinic too often and that I get the range of services I need.				
12	Health providers do not behave inappropriately – they don't flirt with me, gossip about me or insult me.				
13	Health providers make sure that the medication they give me is correct, not expired and they explain to me what I need to know to be able to take it.				
14	Health providers do not burden me with any stress they may be feeling.				
15	Health providers care about me and make me feel cared for, understood and protected.				

# Our Service Charter



1. We always greet our clients with a SMILE.
2. We believe young people can live full and happy lives, can have healthy relationships, and can have a family of their own.
3. We listen to young people's questions without judgement.
4. We provide answers that are positive and give hope.
5. Even when we are busy we give young people time to talk.
6. We explain things clearly and make sure our clients understand everything and can make their own choices.
7. We treat young people with respect and don't talk about them with others.
8. We respect young people's privacy and will speak to them in a confidential space.
9. We make appointments quick and smooth so young people are not waiting around.
10. We are fair to our younger clients and do not allow friends and older clients to jump the queue.
11. We find ways to make sure that young people are not having to visit the clinic too often and that they are getting the range of services they need.
12. We protect all our clients and never behave inappropriately – no flirting, gossiping or insulting.
13. We ensure that all the medication we give our clients is correct and in date and is well explained.
14. We do not burden our young clients with the stress we are feeling, we keep smiling.
15. We care about our young people and make them feel loved, understood and protected.

