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**Data collection tool for Availability, Accessibility, and Quality
of Adolescent Sexual and Reproductive Health (SRH)
Services in Urban Health Facilities of Rwanda: A survey
among social and healthcare providers**

Reference number for the interviewee:	
Reference number of the facility:	
Location:	
Year of establishment:	
Affiliation (government, private, religious affiliated):	
Average total No of people served per day/week:	
Average of total people served in the service/unit of SRH:	
% of adolescents seeking SRHR:	
Qualification of the interviewee:	
Job title of the interviewee:	

Section A: Social demographic information

- What is your age?
 - 15-25
 - 26 -35
 - 36-45
 - 46-55
 - 56-65
- What is your Sex?
 - Male
 - Female
- Education level:
 - ✓ Secondary school (A₂)
 - ✓ Diploma (A₁)
 - ✓ Degree (A₀)
 - ✓ Masters
- Qualification:
 - ✓ Medical doctor
 - ✓ Nurse
 - ✓ midwife
 - ✓ Pharmacist
 - ✓ social worker psychologist
 - ✓ Public health specialist

Section B: Services provision and characteristics

Characteristics		Yes	No	Suggestion for improvement or Comments
<i>Services provided</i>				
1	Do you provide SRH services to adolescents? <ul style="list-style-type: none"> • HIV testing • Other sexual transmitted diseases testing • HIV self-testing • HIV self-testing kits distribution • HIV treatment • STIs treatment • HIV same day initiation therapy • HIV counseling • Provision of contraceptive methods 			

	<ul style="list-style-type: none"> -The intra uterine device (IUD) that lasts for five to ten years -The implant -The pill <ul style="list-style-type: none"> ▪ Combined oral contraceptive pill ▪ Progestogen-only contraceptive pill -Depo Provera injection -Condoms <ul style="list-style-type: none"> ▪ Male condom ▪ Female condom -Emergency contraception -Fertility awareness -Vasectomy -Tubal ligation <ul style="list-style-type: none"> • ante-natal care • post-natal care • circumcision • Lubricants distribution (water or oil based?) 			
2	<p>Does the service provider provides further information:</p> <ul style="list-style-type: none"> • On the service provided? • On general health information for adolescents. 			
3	Do the providers set aside extra time for individual adolescent client and provider interaction?			
4	Are referral mechanisms in place? (For medical emergencies, for mental health, substance abuse, interpersonal and relationship violence, and psychological support, etc.)			
5	<p>Staff in the SRHR department/clinic</p> <ul style="list-style-type: none"> -Do you have an organogram of job positions in your department/clinic? Request a document to verify. -What is the total number of staff in the SRHR department/Clinic? -What is the average amount in hours do they spend in SRHR services provision/clinic? -Do you have written job description and responsibilities for SRHR clinic/department staff? Request document to verify. 			
Accessibility				

6	Is the facility located close to where young people live (in a walk distance)? <ul style="list-style-type: none"> ▪ Less than 30min ▪ 30-60min ▪ 1-2hours ▪ More than 2 hours 			
7	Social Medias used for education and services provision -Do you use social media for spreading the information about your services? -Mention (Whatsapp groups, Facebook, Twitter, and Instagram?)			
<i>Administrative procedure</i>				
8	Does the service have a reasonable time (less than 30min) period when waiting for appointment?			
9	Is the service provided at free or at low cost			
10	Does the service have operational hours suitable for young people (E.g. after school, weekends)?			
11	Do the providers spread awareness about available youth friendly services, their location and operating hours? If yes, which means do you use? (comment in the comment box)			
12	Does the organization have a member of staff appointed to develop and oversee the adolescent friendliness of the service?			
13	Does the service provide open access to medical records (Is the information complete and are all records present in the service)?			
14	Is a client given time for test results to be absorbed and understood?			
<i>Confidentiality and privacy</i>				
15	If both adults and adolescents are treated in the facility/SRHR clinic is there a separate discreet entrance for adolescents to ensure their privacy?			
16	Do the providers ensure the adolescent clients' privacy and confidentiality? If yes, how?			
17	Can adolescents be seen in the facility/SRHR clinic without the consent of their parents or guardian?			

<i>Environment</i>				
18	Does the service have adequate space and comfortable waiting area?			
19	Do counseling and treatment rooms allow for privacy (both visual and auditory)?			
20	Are there SRH educational materials and posters on site, which are designed to reach adolescents of diverse backgrounds, identities and orientations?			
<i>Equitable</i>				
21	Is a wide range of sexual health and RH services available regardless of sexual orientation, age, race, gender, culture, life experiences, social situation, and physical or mental disability?			
22	Are there written guidelines for staff and clinicians providing adolescent services?			
23	Are condoms or other contraceptive methods available to both male and female?			
<i>Effective</i>				
24	Are supplies available onsite (medical testing, treatment, etc.)?			
<i>Staff characteristics and competency</i>				
25	Has all staff received the essential training required for this service? If yes, for how long?			
26	Do the staffs involve themselves in continuous learning? If yes, is it full time, part time or online learning? Specify in the comment section			
27	Has all staff been oriented to provide confidential adolescent-friendly services?			
28	Are the staff non-judgmental, friendly, welcoming, good listeners, etc.? Rate them from 1 to 10			
29	Do staffs demonstrate respect when interacting with adolescents?			
30	Do staffs have access to reference materials and care, treatment guidelines? Request them to verify. If yes, how (online or hard copy) and which one:			

	<ul style="list-style-type: none"> • WHO adolescents HIV testing, Counselling and care implementation guidance for health providers and planners • Rwanda National Guidelines for Prevention and Management of HIV and STIs • Institutional guidelines • Policy briefs • Others (specify in the comments section) 			
Adolescents involvement				
31	<p>Are there any restrictions related to the age at which young people should be provided SRH? If yes, what is the ages' range of young people currently accessing services at your facility? Please specify in the comment box</p>			
32	<p>Is there a transparent, confidential mechanism for adolescents to submit complaints or feedback about sexual health and RH services at the facility? If yes, list them.</p>			
33	<p>Are peer educators or peer counselors available? If yes, how many are they?</p>			
34	<p>Are youth involved in designing feedback mechanism?</p>			
Other information				
35	<p>Do you think the needs of adolescents are being met in this facility? Please explain your answer</p>			
36	<p>In your views, is there any sector listed below in one way or the other, involved in creating limitations to the provision of SRHR services to adolescents?</p> <p>a. Community <input type="checkbox"/></p> <p>b. Family <input type="checkbox"/></p> <p>c. Friends <input type="checkbox"/></p> <p>d. SRH service Staff <input type="checkbox"/></p> <p>e. Adolescents <input type="checkbox"/></p> <p>f. Policy makers <input type="checkbox"/></p> <p>g. Religious leaders <input type="checkbox"/></p> <p>h. None <input type="checkbox"/></p>			

