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# USAID Boresha Afya Youth, Gender, RC, YFS and ME Assessment tool

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## Guiding Tool

Tuliyorekebisha pamoja

## Respondent

Health facility in charge and/or Matron

Qn. 600, 601,604,605,606,609, 610 & 613

## Health care providers

Qn. 602,603,605, 607,608,609,610,611,612&614

## RCH I/C and Maternity I/C

Qn. 602,603 and 607

## Gender Responsiveness Questionnaire

	<i>Interviewee: Facility in charge and/or Matron</i>	YES	NO	N/A
600	Services are equally accessible to women, men, adolescent girls and adolescent boys, and others regardless their social economic status ( <i>needs physical observation</i> )			
1	Does the facility offer services including emergency sexual and reproductive health services 24 hours, 7 days a week?			
1a	essential post-GBV care Probing questions; place (observe) Availability of GBV kit,			
1b	Emergency contraceptives (Dawa za dharula za kuzuia mimba) in case mtu kabakwa n.k) Probing; Time within 72 hours Available methods Registers			
1c	HIV post-exposure prophylaxis and counselling Probing; Available prophylaxis Time within 72 Record / Register			
2	Do all clients receive the full range of information and service, regardless of age, sex, marital status and their social economic status?			

	<i>Interviewee: Facility in charge and/or Matron</i>	YES	NO	N/A
3	Are all clients regardless of age, sex, marital status and social economic status treated by the same type/level of health workers for comparable conditions?			
4a	Are there GBV referral systems including referral network and directory in place and known by staff? If Yes;			
4b	<p>If 'Yes' mention the referral network/systems available that you net work with</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>(GBV referral system may include: gender desk at police station/health facility, gender GBV office/social welfare office, any legal network, VEOs office in the village, counseling centers at churches etc</p> <p>Where do GBV survivors start to get services? .....</p> <p>Check availability of GBV register and guidelines, Ask facility staff to see those guidelines and directories for GBV managements</p>			
5	<p>Are there written governed guidelines or any other guideline in place and known by all health staff for encouraging boys and male involvement in maternal and newborn health and sexual and reproductive health?</p> <p>If Yes; ask to see guidelines, and Interview provider on male involvement practice (je wanaume wanahushisha vipi?</p> <p>If No; only interview the providers on what do they know about the importance of male engagement, they knowledge they have on this</p>			
6	For babies who are not breathing well at birth, are all given support to help them survive equally for male and female?			
7	<p>Do adult males get involved in kangaroo mother care?</p> <p>Probing; Are the kangaroo mother care service provided</p> <p>The knowledge of health care providers on kangaroo mother care</p>			
601	Health Facilities' infrastructure accommodates needs of all clients regardless sex, age, and socioeconomic status of client ( <i>Interviewee: Facility in charge and/or Matron</i> )			
1	<p>Is the location of health services accessible to women, men, adolescent girls and adolescent boys?</p> <p>Probing; Distance (where service users are coming from),</p> <p>Means of transport to reach the health facility</p> <p>Location of the facility (observe)</p>			
1a	<p>Antenatal Natal Care (ANC) services</p> <p>Probing; Youth services</p>			
1b	<p>Family Planning services</p> <p>Probing; Youth services</p>			
1c	<p>Child health</p> <p>Probing; Involvement of both parents</p>			
2	Are there clean restrooms available for clients of male and women with a functioning toilet, water, soap and towels, privacy and the ability to lock from inside?			

	<i>Interviewee: Facility in charge and/or Matron</i>	YES	NO	N/A
3	Are there clean restrooms available for male and female staff with a functioning toilet, water, soap and towels, privacy and the ability to lock from inside?			
4	Does each inpatient client has her/his own bed and is not required to share a bed with another person or use the floor? ( <i>need physical observation</i> )			
602	Clients' agency, autonomy and well-being are respected regardless of their sex & social economic status ( <i>Interviewee: RCH and Maternity in charge</i> )			
1a	Except for clients who are dependents or minors (e.g. unmarried person under age 18), are there any services that require a spouse, partner or family member to give consent?			
1b	If 'Yes' which are those services that requires consent from other person and why?			
2	Do women receive information directly (e.g. provider does not give information to male spouse, partner or guardian instead of the woman herself)?  If yes, Why?			
3	Is care provided to client according to the first-come, first-serve basis?			
4	Are patients prioritized for care based on urgency of the medical condition, regardless of sex (e.g. women with obstetric complications are treated as quickly as a man with injuries from a car or occupational accident)?			
603	The provider establishes a cordial and respectful relationship with the client and their companion (if present). <i>Interviewee: RCH and Maternity in charge, 2 health providers</i>			
1	Does provider treat client and her/his companion (if present) respectfully?  If yes, please explain how this is done			
2	Is necessary privacy during the visit ensured to client?  If yes, please explain.			
4	Patient is not left unattended by health provider when s/he needs care			
604	The facility maintains conditions that ensure and safeguard clients' privacy and confidentiality (Physical observation is needed) <i>Interviewee: Facility in charge and/or Matron</i>			
1	Are there separate rooms available for confidential client counseling with auditory and visual privacy (cannot be heard or seen from outside)? If yes, request to observe			
2	Are client records including the registration book kept confidential and not accessible to anyone other than the providers/ facility manager?			
3	Are male and female clients treated equally with regard to confidentiality (non-disclosure) of health information? If yes; observe			
4	Are female and male providers available at the health facility for clients who prefer to be attended by health provider of their same sex? ( <i>kuhudumia na watoa huduma wa jinsia yao</i> )			

	<i>Interviewee: Facility in charge and/or Matron</i>	YES	NO	N/A
5	Are clients informed that they can choose the health provider of their same sex if available?			
6	Is client's preference on the gender (jinsia yao) of their provider honored, if possible?			
7	Do the labour and delivery rooms maintain respect for privacy, safety and security (i.e. have decent doors that lock)? If no, Why?			
605	No client is denied health care because s/he cannot pay fees <i>Interviewee: Facility in charge and/or Matron</i>			
1	Is there any client (adult or newborn/child) detained at the facility due to inability to pay fees?			
2	Is there any client asked by providers for fees outside of the approved policy, (e.g. gifts, favors', bribes or sexual acts) in exchange for care?			
606	A feedback mechanism exists for clients to report their level of satisfaction or to file complaints <i>Interviewee: Facility in charge and/or Matron</i>			
1a	Is there any mechanism that clients can use to give anonymous and confidential feedback on their experience at the facility?			
1b	If 'Yes' choose all applicable Suggestion box Exit questionnaire Ombudsperson (impartial representative) Other (mention) Explain how do you solve the raised concern <b>Probe more:</b> How collected complaint information is analyzed? Who is involved in analyzing complaint information? How feedback is provided to the service providers and service users?			
2	Does the provider inform client of the existence of the feedback mechanism(s)?			
607	The facility provides a welcoming, male-friendly environment <i>Interviewee: maternity &amp; RCH in charge and Providers</i>			
1	Question: "Is there any male involvement initiatives at the facility? or What do you do to promote male involvement at this facility? Listen to providers explanation and choose what best fits for 1, 2 and 3 below			
1a	Do providers encourage and allow women to bring a companion of her preference with them to FP and ANC visits, labor & delivery, and HCT?			
1b	Do providers encourage and allow men to accompany their children to clinic visits (for immunization, routine examinations, malaria treatment, etc.)			
1c	Are IEC materials geared toward men available (VMMC, vasectomy, VCT, condoms, prevention of GBV, participation in joint FP decision-making with their partner, etc.)?			
608	Clients and providers can enjoy an environment free of sexual or other abuse <i>Interviewee: Providers</i>			
1	Have you ever heard of a provider who has physically, sexually or emotionally abused a client in this facility or district? If yes, kindly explain what happened?			
1a	Explanation:			

	<i>Interviewee: Facility in charge and/or Matron</i>	YES	NO	N/A
2	Are providers knowledgeable about what consists of sexual harassment and/or other abuse? (Instruction to assessor: Ask respondent to provide examples of sexual harassment. (some examples may include but not limited to uncalled sexual advance, touching one's body unnecessarily, using abusive language to offend sexually, sexual exploitation where provider demand reward/money for services rendered etc)			
3	Is there a written Facility Client Service Charter, which includes policy against sexual harassment or other abuse of clients and providers?			
4	Are these guidelines known by all staff?			
5	Are any instances of abuse acted upon according to facility's policy?			
609	Policies support equal opportunities for women and men for advancement and compensation for comparable work ( <i>Interviewee: Facility in charge &amp; Matron, verify to Providers</i> )			
1	Is there any non-discrimination policy in writing for the facility?			
2	Is there any element of at least 30% of the facility's leadership team being female?			
3	Are both male and female providers have an opportunity to be involved in the facility's planning and policy formulation?			
4	Do male and female providers of equal seniority and training have equal decision-making and influence facility's planning and policy formulation? If Yes; How do you participate in preparation of guideline			
5	Do male and female providers have equal opportunity to work the same number of hours and shifts, regardless of whether or not they have children except when women are on maternity leave?			
6	Do male and female health providers have the same opportunities for training, professional development and promotion?			
610	Providers are trained on gender equality and human rights ( <i>Interviewee: Facility in charge &amp; Matron, verify to Providers</i> )			
1	Do all providers have received training on gender equality and human rights within the past two years?			
611	Data management and sharing ( <i>Interviewee: Providers</i> )			
1	Does the facility record and share data disaggregated by age (review the documents and shared data)?			
2	Does the facility record and share data disaggregated by sex (review the documents and shared data)?			
612	Access to information and male engagement ( <i>Interviewee: Providers</i> )			
1	Are providers knowledgeable and clearly communicate about services and contraceptive methods available at the facility to both male and female clients in a non-judgmental and respectful way?			
2	Is any client of any sex voluntarily given an opportunity to involve his/her partner/spouse to choose appropriate family planning method?			
613	Staffing ( <i>Interviewee: Facility in charge &amp; Matron</i> )			
1	Are the providers available at the health facility for adolescent girls who prefer a particular gender (Jinsia yake)?			
2	Are the providers available at the health facility for adolescent boys who prefer a particular gender (jinsia yake)?			

	<i>Interviewee: Facility in charge and/or Matron</i>	YES	NO	N/A
3	Are the providers available at the health facility for women who prefer a particular gender (jinsia yake)?			
614	<b>ADOLESCENT FRIENDLY SERVICES PROVISION</b> ( <i>Interviewee: Providers</i> )			
1	Do you have a dedicated space and/or department for the provision of Adolescent Youth Friendly Services?			
2	Does the facility have a focal person for adolescent clients?			
3	Have all staff been oriented to providing confidential adolescent-friendly services?			
4	Are there written guidelines for providing adolescent-friendly services? (Observe)			
5	Is the facility open during hours which are convenient for adolescent girls and boys (particularly in the evening or during the week-end)?			
6	Is the facility located near a place where adolescents (girls and boys) congregate? (e.g. Youth centers, school, etc.)			
7	Are adolescents provided with clear information on services available? If yes, what means do you use to raise Youth Friendly Service awareness to youth?			
8	Are there ASRHS educational materials, posters or job aids on site designed to reach adolescents?			
9	Are ASRH services offered for free or subsidized to adolescent boys and girls? If yes, mention them: ..... ..... .....			
10	Do you accept to see/consult adolescent boys and girls age 18 -24 years in the facility without the consent of their parent or spouses?			
11	Are the following SRH services available and offered to adolescent boys and girls?			
11a	Education and counselling regarding ASRHS			
11b	Pregnancy care and delivery			
11c	Family Planning			
11d	STI treatment and counselling			
11e	Emergency contraceptives			
11f	Post Exposure prophylaxis for HIV			
11g	Post abortion care and counselling			
12	Is there a transparent and confidential mechanism for adolescents to submit complaints or feedback about SRH services at the health facility?			
13	Are any procedures to be undertaken or referrals carried out explained to adolescents and their partner and informed consent taken?			