

**S1. Table. Measurement/scoring sheet/ for the five domains of care friendliness**

<b>Domain</b>	<b>Characteristics/Questions</b>	<b>Response</b>	<b>Score</b>
Equitable	Are procedures in place to ensure that no young people are excluded from services?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
Absolute total score		0-1	Total score
Relative score (equity)		0 to 100%	$\left(\frac{\text{Total score}}{1}\right) * 100$
Accessible	Is information and referrals provided about where young people can access other youth-friendly health or social services in the community?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Have you found the waiting times too long before seeing the health-care providers?	0=Yes, 1=No	Total “No” divided by total number of adolescent/youth clients interviewed
	Are the working days and working hours of the health facility convenient for you?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Are services located in an area that is accessible to youth and safe for them to travel to?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Are services free of cost or affordable for young people?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Are you able to access all of their health services in one visit?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Are there separate clinic hours or waiting areas just for young people?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Absolute total score		0-7
Relative score (accessibility)		0 to 100%	$\left(\frac{\text{Total score}}{7}\right) * 100$
Appropriate	Does the site have posters, brochures and other IEC materials that target young	0=No, 1=Yes	Total “Yes” divided by total number of

	people, including information about their rights?		adolescent/youth clients interviewed
	Are the services advertised to young people in places where they congregate (e.g., schools, youth clubs, recreation centers, etc.)?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Is peer support or mentoring available?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Are educational activities youth-friendly and address topics of interest to youth? (e.g., role plays, theatre, games, etc.)	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
Absolute total score		0-4	Total score
Relative score (appropriateness)		0 to 100%	$\left(\frac{\text{Total score}}{4}\right) * 100$
Acceptable	Are youth involved in program design, delivery, and evaluation?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Are young people greeted warmly upon entering?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Are sessions conducted in an area that provides privacy so that nobody can see or hear the conversations taking place?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Do you think that your parents/guardians would be supportive of you coming to this health facility for reproductive health services?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Do you believe that the information you shared with the health-care provider will be kept confidential?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
Absolute total score		0-5	Total score
Relative score (acceptability)		0 to 100%	$\left(\frac{\text{Total score}}{5}\right) * 100$
Effective	Are condoms/other methods available to young people on-site?	0=No, 1=Yes	Total “Yes” divided by total number of

			adolescent/youth clients interviewed
	Competent health-care providers	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
	Does the site have a youth-friendly strategy or action plan in place?	0=No, 1=Yes	Total “Yes” divided by total number of adolescent/youth clients interviewed
Absolute total score		0-3	Total score
Relative score (effectiveness)		0 to 100%	$\left(\frac{\text{Total score}}{3}\right) * 100$
Global score /Friendliness	$\left(\frac{\text{Total score for all domains}}{\text{total \# questions (20)}}\right) * 100$		