

# What to Expect When I Arrive at A Child's Voice



The staff will listen to me here.  
This is a safe place to talk.



Here are some things that will happen  
when I arrive...

We will ring the doorbell and  
someone will greet us at the door.



# Check In



We will enter the lobby and check in at the window. My parent or caregiver will be asked to complete some paperwork.

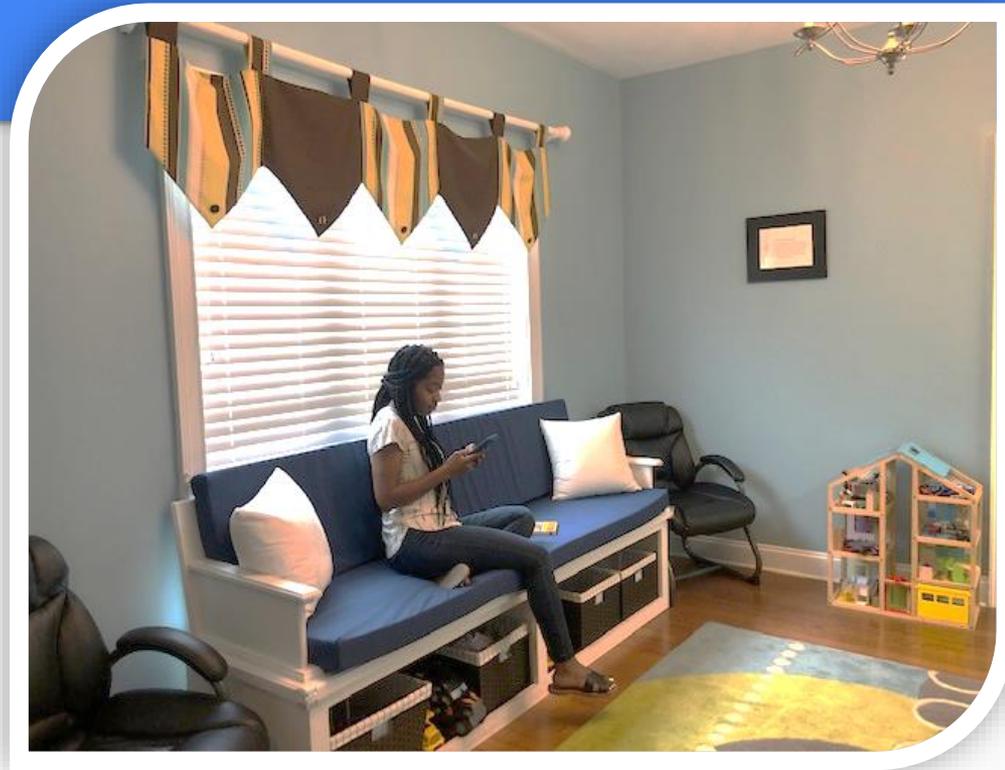
# The Lobby

A staff member is always present if I need anything. Someone will be sitting at the lobby window or with me in the lobby.

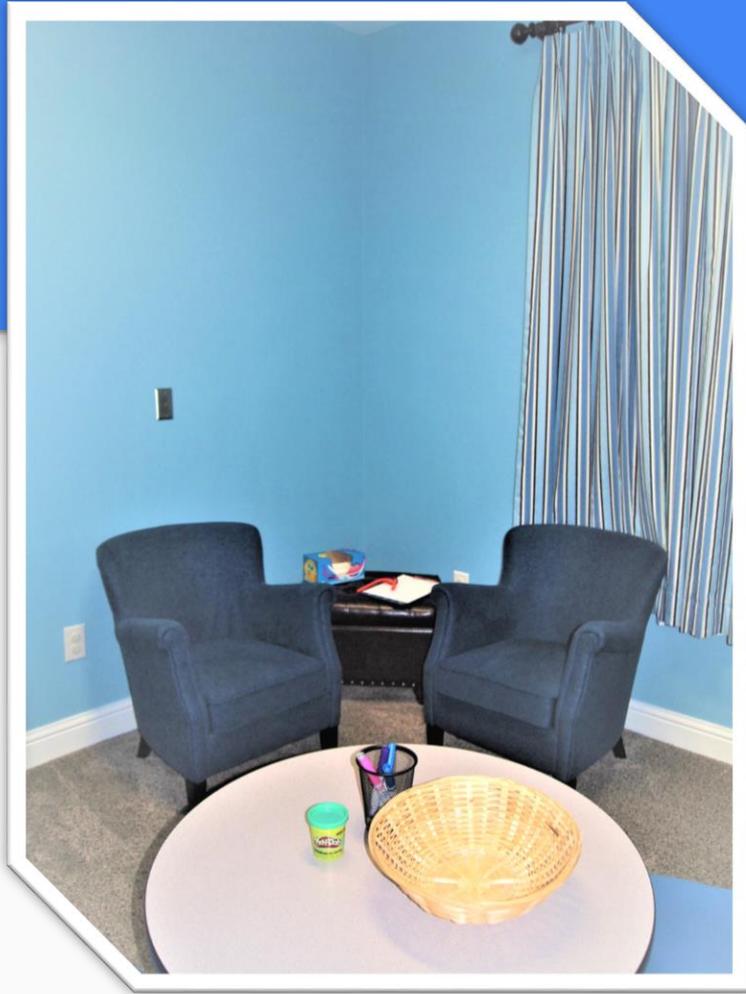
I can read, watch a movie, or relax while I wait.

The Family Advocate may meet with my parent or caregiver before I start my interview.

The staff will provide snacks and drinks if I'm hungry or thirsty.



# The Interview



I will go to a room where the interviewer at A Child's Voice will listen, get to know me, and ask some questions. If I have a cell phone, I may keep my phone with me in this room, but I will be asked to put my phone in a basket during the interview.

It is important to tell the truth.

I can ask questions about what they do, why I am here, and any other things I'm concerned about.

I can take a break at any time.

The cameras are there to record what I say, so what I've said will be accurate when they review my interview.

# Back to the Lobby

I may read, play the Xbox, watch a movie, or relax in the waiting room after my interview.

My parent or caregiver may meet with the staff in another room after the interview.



# The Check-Up Room

I may see a nurse practitioner at A Child's Voice for a check-up.

Another staff member will help the nurse practitioner and take pictures.

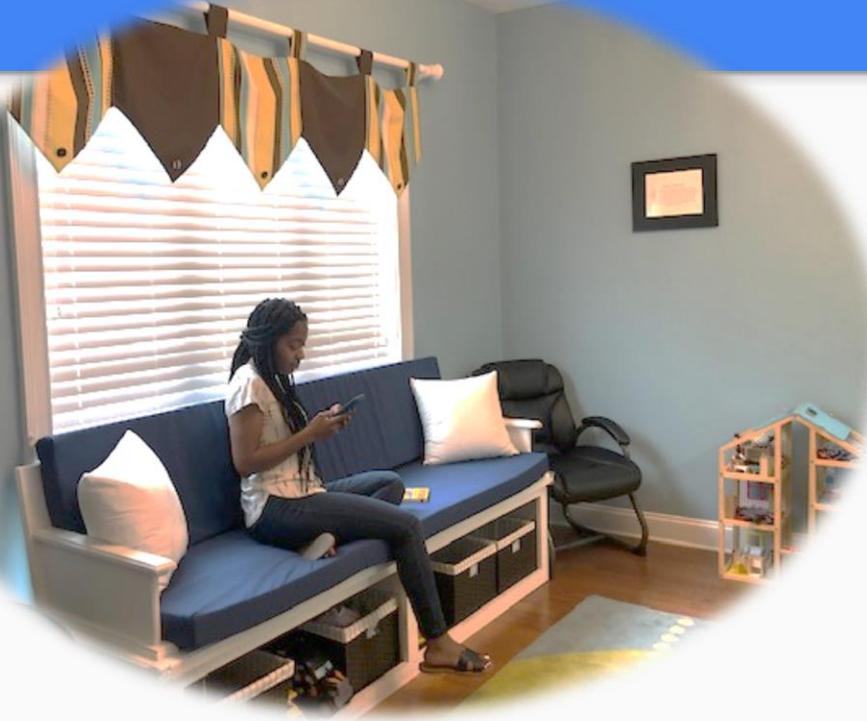
The camera is there to help record the exam.

The nurse practitioner will check my whole body and explain everything to me, so I will feel comfortable during the exam.

I can ask the nurse practitioner any questions I have about the exam or my body.



# Ending the Visit...



After I see the nurse practitioner, my parent or caregiver may meet with the nurse practitioner in a different room.

I can read, relax, or watch a movie in the waiting room during their meeting.

A Child's Voice is safe for me.

If I have more questions, I  
can ask the staff when I  
arrive for my appointment.

