



*trust. healing. justice.™*

1 Mount Hope Avenue, Rochester, NY 14620 Ph: 585-935-7800  
[www.bivonacac.org](http://www.bivonacac.org)



Bivona is a place for you to talk. Adults listen.  
*Bivona is a safe place.*

There is a doorbell to ring at the front door. The adult you came with or you will push it. It makes a “ding dong” noise.

There is a speaker on the doorbell. A person inside will say, “Hi, may I help you?” They may ask you your name. They may ask you who your appointment is with.

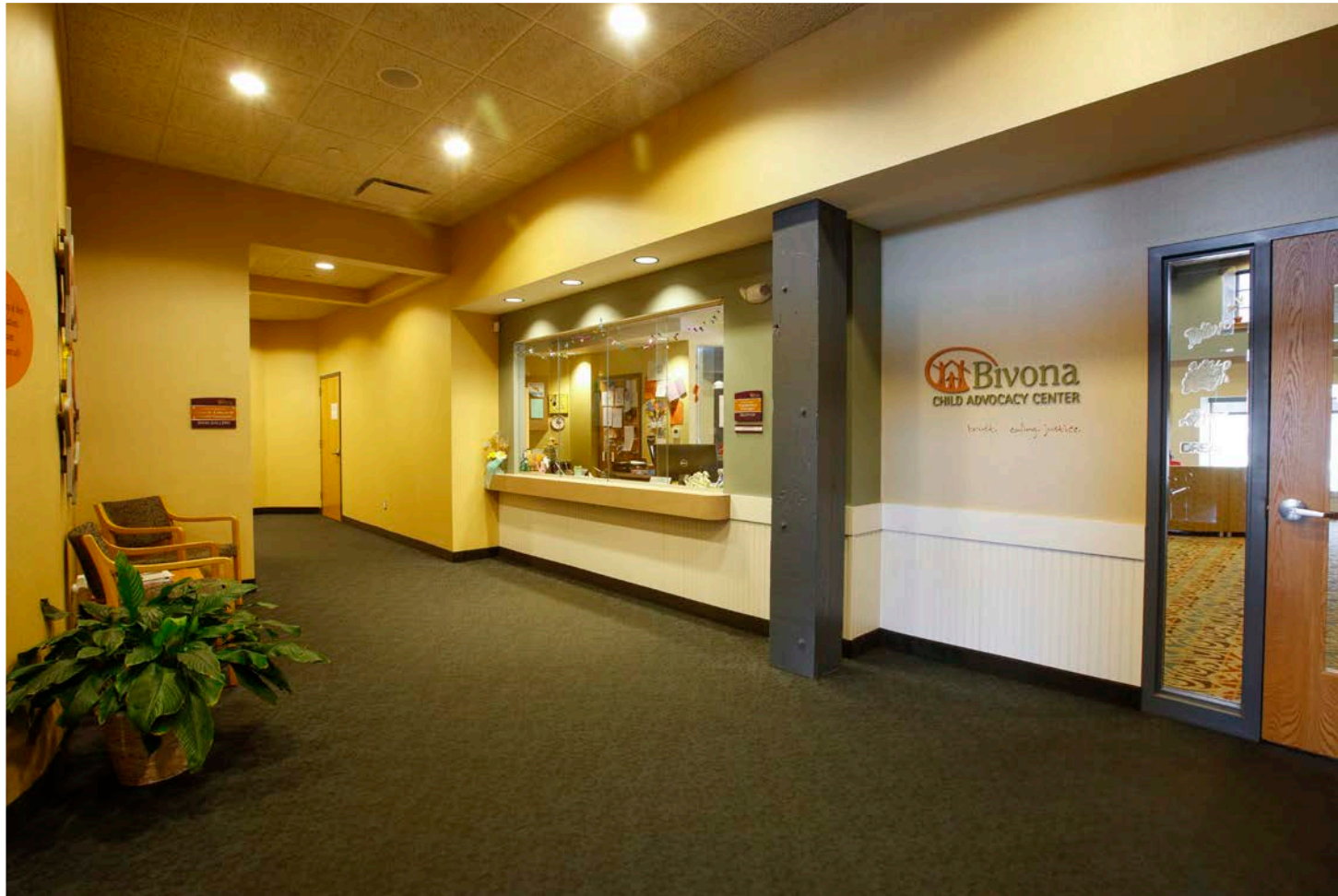
That same person will let you both in.

*You are entering a safe place.*



You will walk into the lobby. You will check in at the big window.

*The lobby is a safe place.*



You will walk into the waiting area. There are toys, books, and chairs there. You can read, play, and relax while you wait. The adult you came with will fill out paperwork. There are snacks and drinks if you want them.

*The waiting area is a safe place.*



The adult you came with might need to talk to staff in a different room. You can keep reading, playing, or relaxing. You may always ask to see the adult you came with.

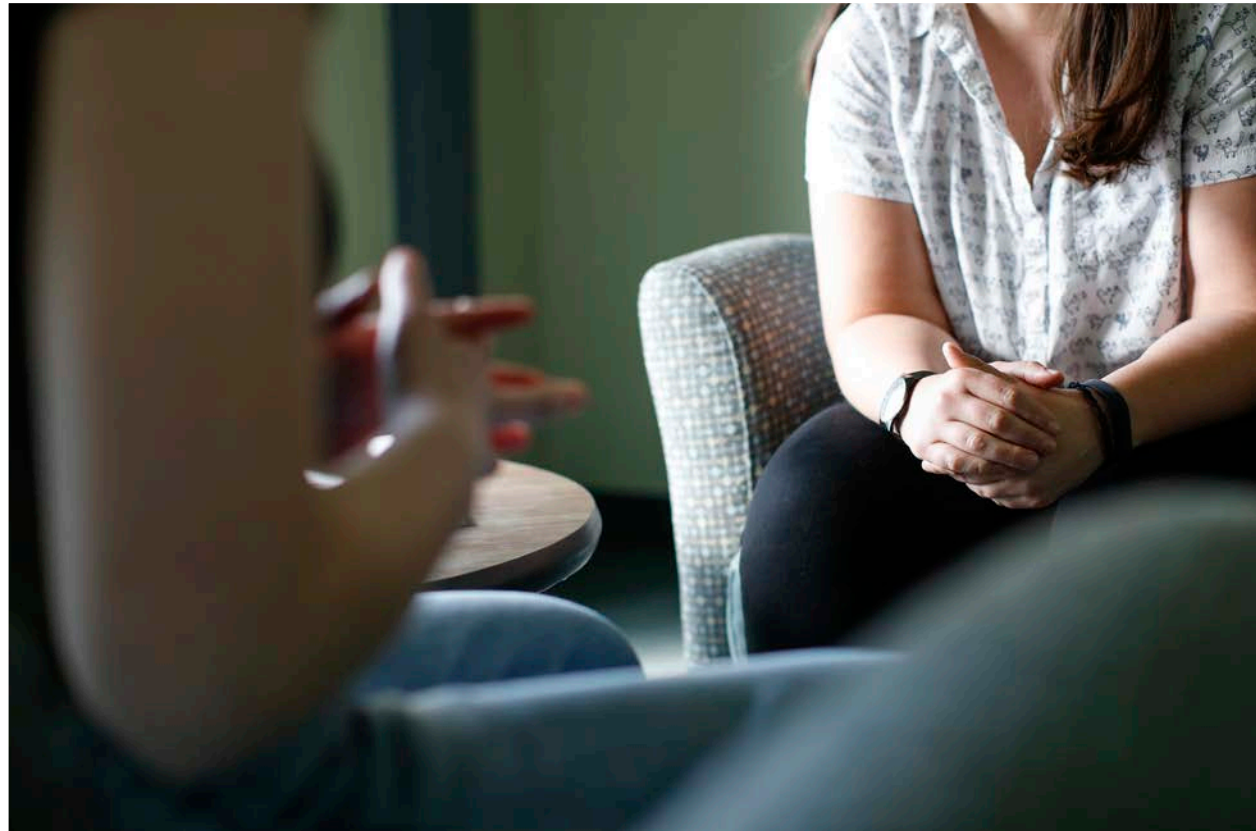
*The waiting area is a safe place.*



You will go to a room. The adult at Bivona will listen to you. They will get to know you and ask questions. This is called an interview.

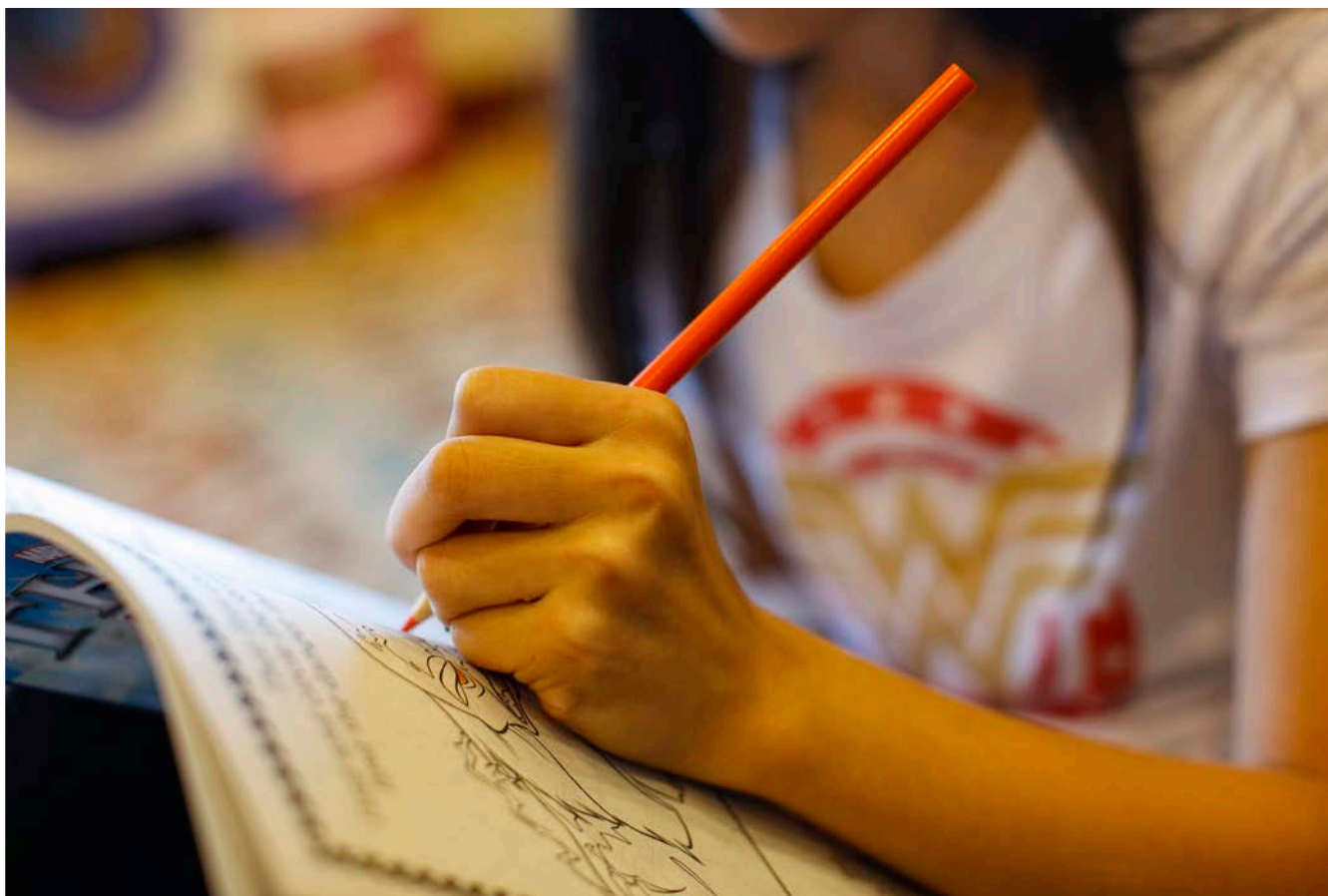
You will talk to the Bivona adult by yourself. You can say anything to the Bivona adult in the interview. It is important to tell the truth. You can take a break at any time. You can ask the adult at Bivona questions.

*This room is a safe place.*



You might play again in the waiting area after your interview.  
The adults will talk in a different room.

*The waiting area is a safe place.*

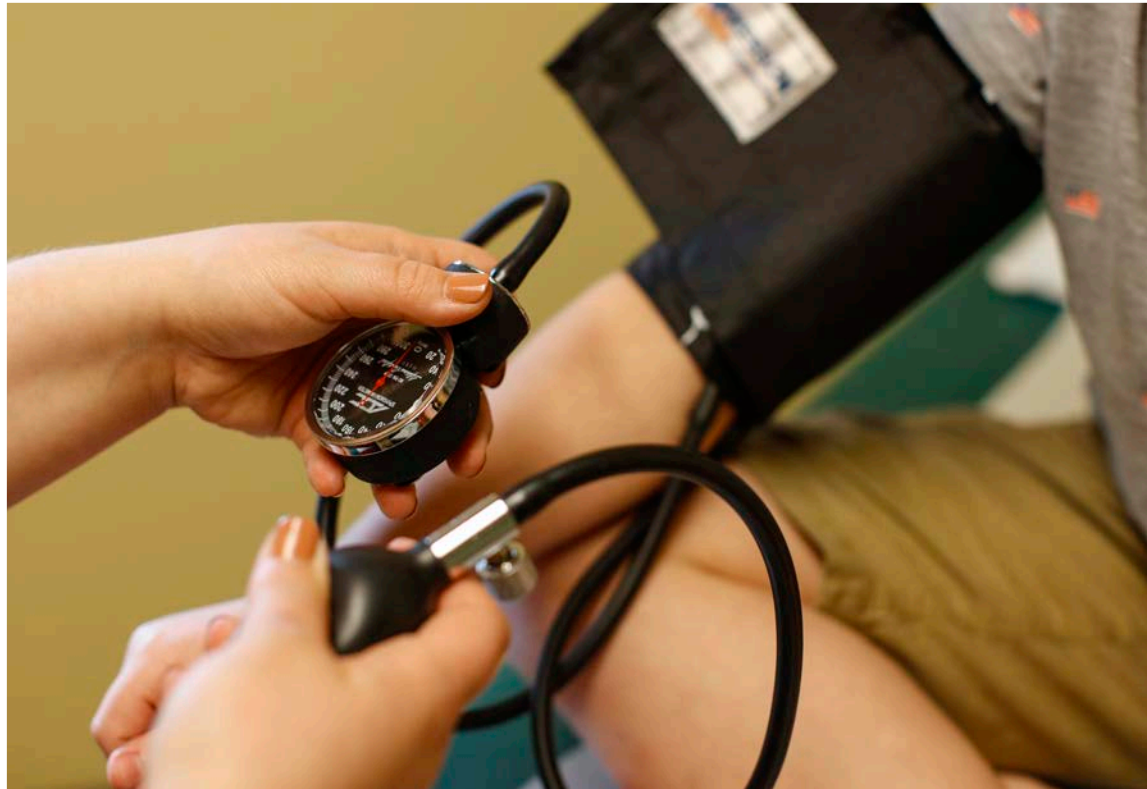




You will see a doctor at Bivona for a check-up. The adult you came with may go with you if you choose.

The doctor will check your whole body. The doctor will explain everything and help make sure you are comfortable. You can ask the doctor any questions about your body.

*The check-up room is a safe place.*



After you see the doctor, the adults might talk in a different room. You can play again in the waiting area.

*The waiting area is a safe place.*



You will go into the meeting room with an adult from Bivona. The adult will give you a sheet with 20 questions to answer. If you need help reading a question, the adult at Bivona will help you. If you don't know an answer, it's OK. You may skip that one.

*The meeting room is a safe place.*



Adults at Bivona will say good-bye. You and the adult you came with will leave Bivona.

*Remember... Bivona is a safe place.*





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