

# Overview of the youth's needs aged 12 to 25

in terms of health and social services

2023

## CONTEXT

- *Aire ouverte* is an intersectoral project that brings together young people and their relatives, the community and the CISSS
- An approach based on citizen participation that puts **the youth and their relatives at the heart of the project**
- A space of co-creation to **ensure services offered to youth aged 12 to 25** are adapted to their needs, in terms of access, continuity and flexibility
- The first *Aire ouverte* in the Outaouais is located in **the Grande-Rivière-Hull-Gatineau sector**

## METHODOLOGY

From June 2021 to June 2023

### Inclusive governance structure:

- 12 committees
- 71 intra-CISSS and intersectoral participants
- 16 youth partners

### Consultation with youth and their relatives:

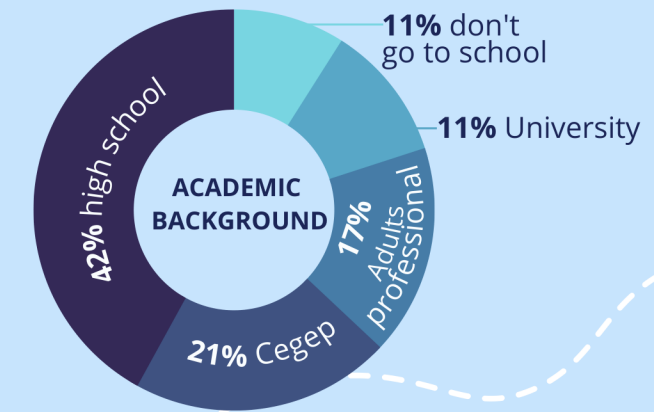
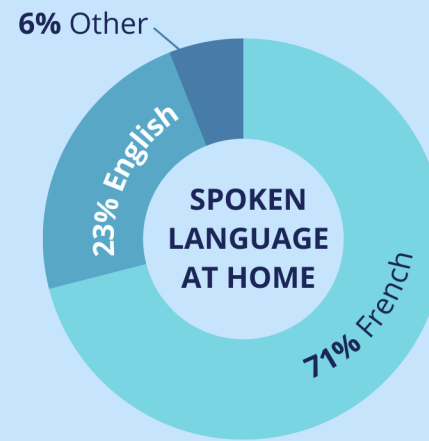
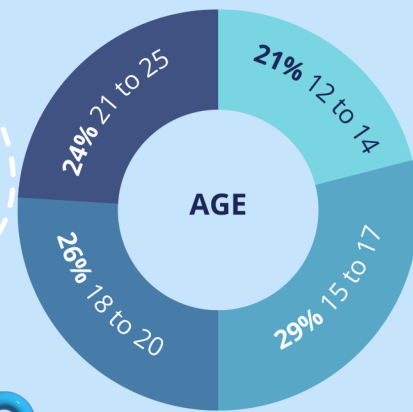
- Group meetings in the community
- Surveys through social media

### Consultation with partners:

- Group discussions
- Personalized exchanges with several community groups
- Intersectoral meetings

## 1,068 PARTICIPANTS COMPLETED THE SURVEY

641 youth and 427 relatives



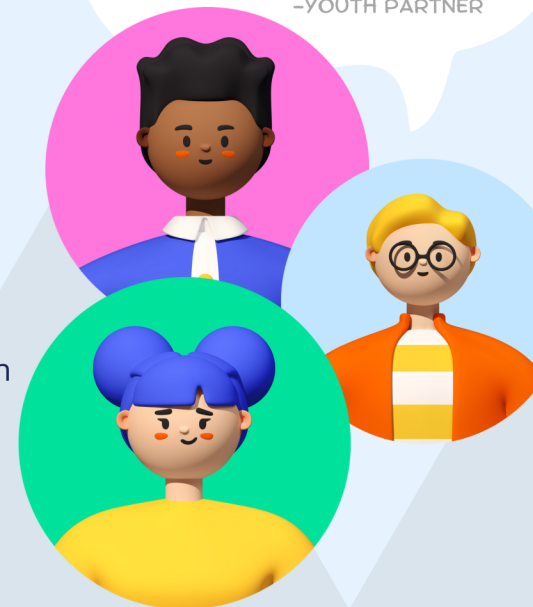
Here are the key factors mentioned by young people, their relatives and professionals who work with them

## KEY FACTORS TO MEET THE NEEDS OF YOUTH

- Work together and strengthen communication between professional who work with youth
- Provide quick support, when youth need help
- Adapt the existing adult services to the specific needs of youth transitioning into adulthood
- Develop and consolidate cross-sector partnerships
- Reinforce culturally safe and adapted services
- Involve and support relatives in the process, even if the person is a young adult
- Provide personalized outreach to youth

" I JUST WANT TO TALK TO A NEUTRAL PROFESSIONAL WHO CAN LISTEN TO ME AND GIVE ME ADVICE WHEN I NEED IT, BEFORE IT GETS TOO SERIOUS "

-YOUTH PARTNER



- Adopt a global approach
- Ensure simple and easy access to services
- Respect the natural rhythm of youth
- Use different media and technologies to inform and communicate with young people
- Break down barriers between services within the health and social services network
- Help youth navigate and access services
- Encourage bilingual services
- Coordinate awareness-raising and promotional activities with intervention activities to ensure continuity of service

## CONCLUSION



This process has enabled us to define the *Aire ouverte* service offer to ensure it is adapted to the realities of youth, and complements the missions of the youth partners.

**Thank you to the many youth, their relatives and partners who took part in creating this portrait.**

Scan the QR code to access the results of this portrait (*French version*)

Centre intégré de santé et de services sociaux de l'Outaouais

Québec

