

Recommendations from youth at Aire ouverte on the best way to gather their perspectives

Context

For Aire ouverte to truly meet the needs of young people, it is essential to gather their perspectives in a way that works for them. Below is a list of recommendations created by young people who have received services from Aire ouverte and attended a workshop on how they would like information to be collected at Aire ouverte locations. This list was subsequently revised based on feedback from Aire ouverte providers. It is possible that at your Aire ouverte, some of these recommendations are already in place or being implemented, highlighting practices to maintain or strengthen; others, which have not yet been implemented, could be important priorities for ensuring the effective collection of young people’s perspectives.

Young people emphasized the importance of personalized services at Aire ouverte, which are tailored to the individual young person. They wish to stress that this flexibility must also be maintained in these procedures. Similarly, professionals highlighted the importance of taking a flexible approach in selecting and using a variety of methods to hear young people’s voices.

Young People’s Priorities



Gathering ideas from young people

- Anonymous suggestion boxes in clinics
- Tablet with questionnaire(s) in clinics
- Measure concrete factors that impact care (e.g., trust, comfort, accessibility)



Variety of questionnaires

- Questionnaires in multiple languages
- Questionnaires tailored to the patient’s profile and type of visit (e.g., initial visit vs. follow-up, special needs)
- Prioritize short questionnaires



In collaboration with the service provider

- The service provider explains to the young person the purpose of the questionnaires (tracking progress, improving services) and shares the results with them.
- The service provider should track progress if the questionnaires are completed multiple times.

88% clearly **understand** how the ideas would **improve their experience** of services