



Presentation of the *Aire ouverte* project

Cross-training exchange session

By

**Simon Courtemanche, partner-user at Aire
ouverte CISSS Laval**

**Sabrina Choquette, partner-user at Aire ouverte
CISSS Laval**

**Emilie Giry, social worker at Aire ouverte CIUSSS
NIM**

**Joan Morin, psychoeducator at Aire ouverte
CISSS Laval**

Québec 

The Aire ouverte project

- Improve **access** and the **response to needs** of youths between 12 to 25 years old;
- Set in place a **network of services** from a participative and intersectoral perspective;
- **Co-construct** and convey a common culture while developing **spaces for innovation**;
- Fuel **implementation using transformational research and developmental evaluation** to sustain the deployment of the network across Quebec.

Vision of the Aire ouverte network

- Make services attractive and welcoming for youths between 12 to 25 years of age, while fostering a spirit of innovation;
- Reach a clientele between 17 to 25 years of age who lack the tendency to seek services currently available for adults;
- Participation of youths and families, participation of community and institutional partners:
 - > Coherence among those who think, those who receive, and those who provide;
 - > Establishing roots in the community;
 - > Continuous improvement based on the strengths and the voice of the client;
- Facilitate the navigation of these youths across the different services: trajectories of care and of services;
- Outreach, flexible and interdisciplinary intervention.

Participation of youths

- Focus group and youth council, advisory;
- Committee of youths, decisional;
- User-partners;
- Involvement of the SRAP;
- The youth at the centre of decisions made for and with him/her

Current offer of service

Mobile, flexible and adapted services

- > Services adapted to the needs identified with youths;
- > Services adapted to the age and background of the youth.

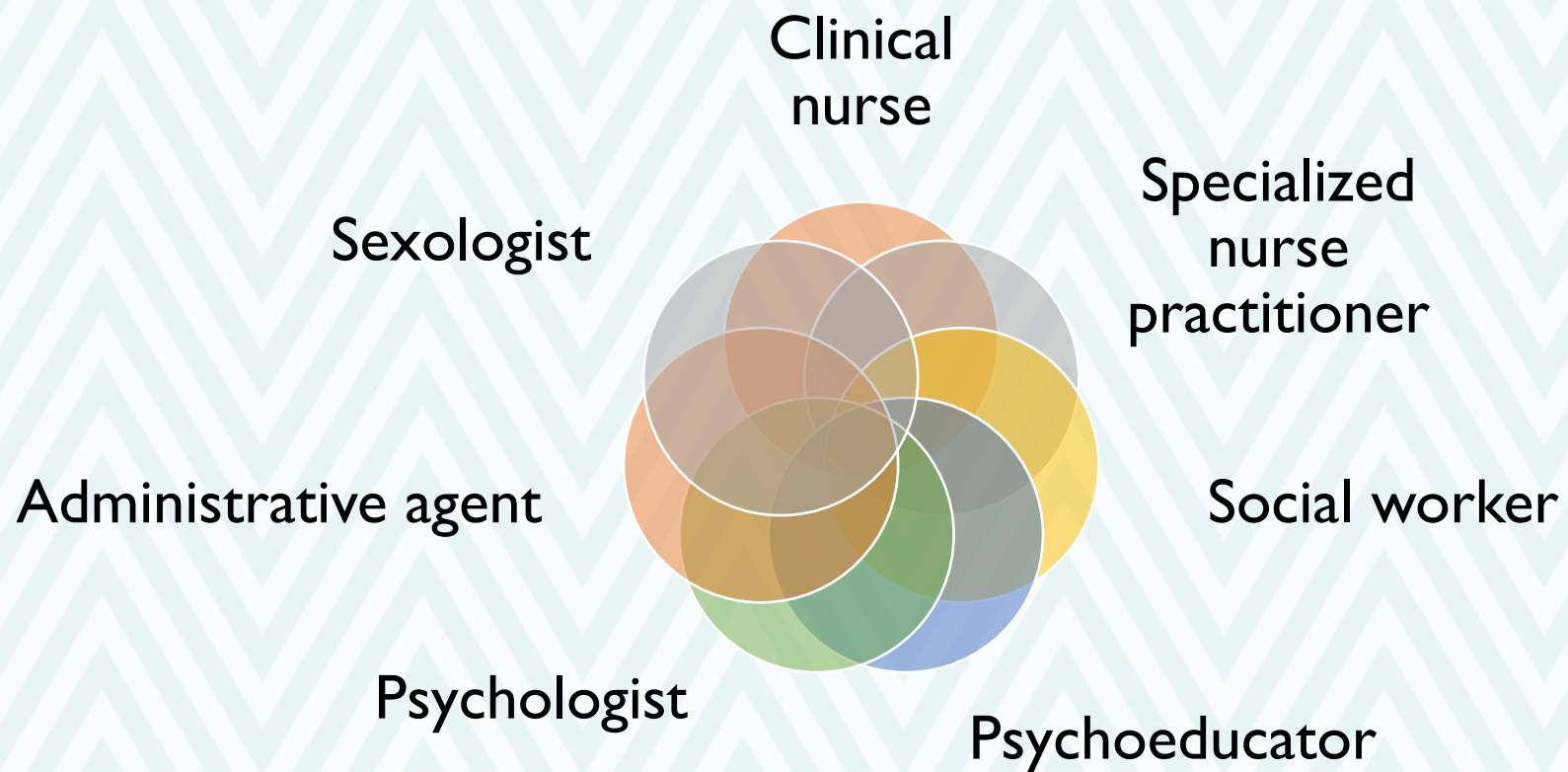
Continuity among services offered

- > Making use of the strengths of partners in the community;
- > Follow up and/or support toward the appropriate service;
- > Continuous and personalized support, as a complement to currently available services;
- > Collaboration focused on the interest of the youth.

Intervention area adapted to the needs of youths

- > Access that is adapted to their needs and simplified process (Visits with no appointment required);
- > Welcoming environment, layout selected by youths;
- > Use of Web and social media.

Clinical team



A change in practices

Intervention

- Reaching out;
- Family/friends/peers can ask for help for their loved ones;
- Peer-helpers;
- Creativity and flexibility in our interventions.

Support

- Support throughout the process;
- Always in the right place – One-stop shop*;
- Use of cellphones, communication via text message;
- Flexibility;
- Schedule;
- Follow-up.

*Foundry. <https://foundrybc.ca>

Aire ouverte : For whom? How?

Target clientele*

- > Youths between 12 to 25 years old;
- > Youths who do not currently frequent our services;
- > Youths who are wary regarding our services;
- > Youths that we have difficulty retaining in our services;
- > Youths who have an atypical background;

**All youths are at the right place when they come to Aire Ouverte*

Health and wellness services **as a complement** to the services available

Simplified access

- > By calling or via visits without appointment
- > Flowchart to help with referrals and support
- > No referral forms required

Target clientele

Youths between 12 to 25 years old who...

- Present signs of suffering or psychological distress
- Have mild, moderate or severe mental health problems
- Present problems related to substance use or gaming
- Need to consult due to a sexual health problem
- Present social adaptation difficulties (housing, employment, schooling, isolation, etc.)
- Are highly vulnerable, do not consult, do not follow-up or who abandon services

Target clientele

- Those who say no
- Those who say no, but...
- Those who never show up to appointments



Youth aged between 12-25 years old and his/her family
Having health and wellness needs
Presenting him/herself to or being referred to a service
provided by a CIUSS-CIUSSS

Low motivation, ambivalence
Atypical background
Requires support

Mobilization and engagement are present
Existing services within the CIUSSS-CIUSSS may
respond to their needs

Aire Ouverte

AAOR access point

Engagement present?

Engagement present?

Intervention for punctual needs
Short- and medium-term
Support
Flexible setting
Outreach

Treatment

Toward a partner if required

Youth is engaged
If service needs are specific or long-term

Partnership

Co-construction

- Integrated network;
- Support that is tailored to the youths and directs them toward the appropriate resources;
- True collaborative approach;
- Establishing confidence among partners;
- Knowing the partners (shared lab/meetings to allow partners to get to know each other and facilitate collaboration);
- Job title does not matter to the youth.

See you soon!