

Furthermore, a number of Canadian organizations and agencies disseminate information about evidence-based best practices in program development and evaluation. Much of this information is oriented to specific fields of practice, e.g. the Centre for Addiction and Mental Health provides a web-based resource for practitioners that identifies ten best practice guidelines for mental health promotion interventions directed at children and youth.

## Appendix K: Characteristics of and Assessment of Youth-friendly Services

### Example A: Characteristics of Youth-Friendly Services Checklist

#### Provider Characteristics

- ☐ Specially trained staff
- ☐ Respect for young people
- ☐ Privacy and confidentiality honoured
- ☐ Adequate time for client and provider interaction
- ☐ Peer counsellors available

#### Health Facility Characteristics

- ☐ Separate space and special times set aside
- ☐ Convenient hours
- ☐ Convenient location
- ☐ Adequate space and sufficient privacy
- ☐ Comfortable surroundings

#### Program Design Characteristics

- ☐ Youth involvement in design and continuing feedback
- ☐ Drop-in clients welcomed and appointments arranged rapidly
- ☐ No overcrowding and short waiting times
- ☐ Affordable fees
- ☐ Publicity and recruitment that inform and reassure youth
- ☐ Boys and young men welcomed and served
- ☐ Wide range of services available
- ☐ Necessary referrals available

#### Other Possible Characteristics

- ☐ Educational material available on site and to take away
- ☐ Group discussions available
- ☐ Delay of pelvic examination and blood test possible
- ☐ Alternative ways to access information counselling and services

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