

YWHO Provincial Office Memo

To: YWHO Network Leads

Subject: Year End Spending Ideas for YWHO Sites to Improve Equity, Client Access & Experience

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Date: February 14, 2022

Parameters: YWHO sites with surplus in their operating budgets may consider using the surplus to improve equity, client access to, and experience at, the hub. Year end funds must be used by March 31, 2021: all work must be completed and items purchased and received by March 31, 2021 to be counted against the 2021-22 fiscal year's surplus.

Note: Below is a limited list of suggested concrete ways to improve YWHO client access and experience within the parameters articulated above. This list is not exhaustive and does not reflect resourcing related to comprehensive/fulsome equity strategies.

Improving Physical Access, Inclusion & Client Empowerment

- Transportation supports for clients living on low income or in remote areas - taxi chits, bus passes, bus tokens, bus tickets, pre-paid public transit cards
- Braille signage to navigate to YWHO program spaces
- Gender Inclusive Washroom Signage in YWHO program spaces
- Comfortable chairs for YWHO clients who may be breastfeeding and/or who have larger sized bodies
- Signage at sites with Client Bill of Rights
- Program information printed in large font size (ex. for youth with visual impairment)
- Bottled water, coffee/tea, and snacks in waiting room area
- Safer sex supplies (condoms, nitrile gloves, etc.)
- Safer supply kits for harm reduction (clean needles, safe needle disposal supplies, alcohol swabs, naloxone kits, accessible education about safer drug-use practices, etc. etc).
- Gender affirming kits (binders, packers, clippers + mirror set, gaffs, trans tape, etc.)
- Artwork, signage, and decorations for hub space to better reflect the cultures and diversity of hub clients
- Supplies to support childminding while parents are participating in YWHO services

Improving Access to Virtual Care

- Pre-paid phone and/or internet cards so clients can access services virtually
- Furniture and partitions to section off private spaces with tablets/computers and internet access for clients to participate in virtual services if they don't have the privacy and/or equipment in their home (ex. offsite at a partner location in a hard to access area within the region)
- Youth friendly software purchases for engagement and programming (examples: license for Zoom, Slack, Discord, etc.)

Engagement and Implementation of Advisory Recommendations

- Funds used to implement recommendations made by local youth advisories, client feedback surveys, and through other sources of input from youth
- Honouraria for engagement/ consultations with youth with lived experience/service users/priority population members who are assisting sites in YWHO program planning
- Honouraria for Indigenous Elders, Aunties and Uncles, and other individuals who may broaden the circle of care and provide complementary culturally-specific services/supports to YWHO clients
- Funds for professional development/ skill building for youth and advisory members to support engagement and youth empowerment

Cultural / Spiritual Offerings

- Equipment/ supplies for clients to access spiritual or faith-based care; ex. Traditional medicines, shell, drums, matches, equipment for smudging, prayer mats, and partitioned off space for Muslim clients etc.
- Purchasing materials for Indigenous land-based activities (hiking boots, ice fishing supplies, wood for fires, tarps, tapping wedge, etc.)

Equipment / Supplies

- Air filtration/ HVAC to allow for the cultural practice of smudging (in accordance with provisions in leases).
- Headsets for clients who need them in order to privately access therapy in home
- Purchasing program materials that clients may need to participate in services (ex. CBT workbooks, notebooks, calendars, art supplies for art based therapy, yoga mats etc.)

Translation

- Program and/or promotional materials to French and/or other prominent local languages

Covid-19 Safety

- Space partitions for in person service (ex. in waiting areas)
- Air filters/air purification systems/devices
- PPE for clients (N95 and KN95 masks, hand sanitizer, rapid antigen testing kits, etc).

Concrete Wrap-Around Supports for Clients Impacted by the Social Determinants of Health - To help ensure clients' basic needs are met so that they can achieve improved mental health

- Emergency food access (ie. grocery gift cards, ready-made meals, food boxes, etc)
- Winter gear (coats, hats, wool socks, boots)
- Hygiene products (soaps, shampoos and conditioner, menstrual products, deodorant)

Program Facilitation

- Funds to bring in [external facilitators](#) to offer programming to youth before year end (ex. particular culturally specific programming not currently offered through hub, programming requested from youth advisory or client feedback etc.)

Note: Decisions on use of the funds should be informed by youth advisories, clients, local needs, YWHO service providers who have strong backgrounds in equity etc. Use of funds should benefit YWHO's clients.