



Meeting Summary CASA Youth Council July 21st, 2016

The primary focus of this meeting was to have the CYC provide feedback about CASA's current website, and how it can be improved. There were many excellent suggestions, which have been summarized below.

VISUAL SUGGESTIONS

- Website is not family friendly, feels like it is designed "by doctors for doctors".
- Make support for crisis "one click", clearly available.
- Have a mobile-optimized version.
- Too much stuff, should be condensed.
- Use headers more clearly.
- Brighter colours.
- Use more interesting visuals

CONTENT SUGGESTIONS

General content

- Information about mental health concerns and symptoms.
- Overview of resources for different mental health concerns.
- Meet-up section/calendar.
- CASA youth events.
- Peer support.
- LGBTQ and cultural recognitions.
- Resources to help manage bullying.

For youth in crisis

- Support resources category based on when it is needed. Ex; "I need support right now", "I need support tomorrow", "I need support next month", etc.
 - Self-care section.
 - Resources for after the crisis is over.
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For youth looking for services

- Links to community resources.
- “Where to start” to get support. Ex; different websites, multiple modes/types of resources.
- Self-care section.
- Information about exactly how to get to services.
- Statements like: “Talking about mental health won’t get you in trouble”, “it’s okay to get supports for your mental health”.
- How to tell an adult that you need support.

For someone supporting a friend or family member

- Self-care section.
- Symptoms to watch out for.
- Statements like: “It’s not your responsibility to fix someone else”, “you can only offer support and that’s okay”.

For parents/caregivers

- “Where to start” to get support. Ex; different websites, multiple modes/types of resources.
- Self-care section.
- Questions for parents/caregivers to ask their child/how to talk to your child about mental health.
- How to talk to someone in crisis.
- Where parents can go for support.
- Where parents can go for services for their own mental health concerns.
- What mental health symptoms to look for and how to approach your child.

Other feedback

- Use the term “support” rather than “help”. Use “patient” rather than “client”.
- Create a services finding filter that lets you choose the current time of day and your location (Edmonton, Spruce Grove, etc.), and that lets you choose the modality of services you are looking for (ex. web-based vs. telephone vs. in person). The filter will then tell you exactly what you can access right now.
- Continually update website.