

Youth-Friendly North Shore

RESOURCE AND GUIDE:
YFNS Training Videos



Introduction

About the Initiative

The Youth-Friendly North Shore (YFNS) initiative is a three-year program (2023–2026) designed to cultivate healthy communities where youth can flourish while reducing their risk of gang or organized crime involvement.

The project is funded by Public Safety Canada through the Building Safer Communities Fund, and supported by the North Vancouver RCMP. This work is done in collaboration with the City of North Vancouver, District of West Vancouver, Squamish Nation and Tsleil-Waututh Nation.

Building on the community's existing strengths, YFNS prioritizes

1. The creation of youth-friendly spaces through active engagement with youth and
2. The enhancement of the youth care system across the North Shore.

About This Resource and Guide

This guide supports trainers to facilitate reflective learning sessions about making spaces and services more youth-friendly on the North Shore, using the YFNS training videos. The videos are designed for staff **who do not work directly with youth** but interact with youth through your organization's spaces, programs, and services. These could include entry-level youth outreach staff, security personnel in community spaces, front-line reception and customer service staff, communication teams managing digital spaces, etc.

The videos:

- Highlight how to prioritize the needs and experiences of youth on the North Shore
- Integrate youth voices, research, best practices, and lessons learned from the YFNS initiative
- Include relevant data and local insights

The videos and discussion prompts encourage staff to:

- Reflect on their assumptions and interactions with youth
- Learn more about the diversity of youth's needs on the North Shore
- Understand how everyday practices increase or reduce barriers for youth
- Identify practice changes that strengthen belonging, safety and trust for youth in order to make spaces and services more youth-friendly

Using This Resource and Guide

This guide can be used for:

- Staff onboarding
- Team learning sessions
- Cross-departmental staff training
- Periodic training during strategic planning
- Addressing situations where youth–adult dynamics need support or recalibration

Each video can be used as a stand-alone session or combined together as a longer learning series focusing on youth. We recommend refreshing the training on an annual basis.

Instructions on Using this Guide

Mode of Delivery

- Participants can watch the videos at their own time and follow individual reflection questions at the end of each video. Allocate about 30 mins if doing so.
- Participants can watch the videos in small groups of 4–10 people and discuss the group reflection questions in this guide (**recommended**). Allocate 30–90 minutes, depending on group size and number of videos on the agenda.

Facilitation Guidelines

If doing so in a group setting (recommended), assign a facilitator for the discussion before starting the session. The facilitator can be a human resource team member, leadership personnel or an external facilitator who can support open discussions. The facilitator must create psychologically and professionally safe conditions and support the learning needs of all participants.

Set Ground Rules

If facilitating in a group, establish ground rules to ensure all participants feel safe sharing their thoughts and beliefs. Here are some suggested guidelines as a starting point:

- Be curious, not judgmental.
- Listen to learn, not to debate.
- Engage respectfully, even when you disagree.
- Agree to maintain confidentiality.
- No reporting or evaluation connected to your participation.

Set an Objective

Treat this as a learning exercise for yourself, your team and/or your organization. The common goal is to work together to reduce barriers to access for youth in our community.

Assign a Note-taker

Each small group should choose a note-taker to capture key discussion points and takeaways, especially any recommended changes in practice or common themes that emerge from the reflections.

Discussion

- Start by reviewing one video 1 together as a group, followed by videos 2, 3 and 4 in the respective order.
- Video 2 and 3 include worksheets to support personal reflections. Ensure you have the associated worksheet while reviewing them:
 - [Worksheet for Video 2: Risk and Protective Factors in Positive Development](#)
 - [Worksheet for Video 3: Let's Talk About Youth on the North Shore](#)
- Spend 15 minutes discussing the reflection questions for the video.
- Discuss and capture reflections from one video before moving on to the next.

Action Steps

Ask each member to share one thing they will do differently moving forward. If the group identifies changes needed as a team or within the organization, agree on next steps to implement these changes.

YFNS Video 1: Creating Youth-Friendly Welcoming Spaces

Link to video - <https://youtu.be/YQZ7QfO0oRE> | Slide nu. 12

Background for the Video

This video helps staff understand that adolescence is a developmental stage where young people are still:

- Developing impulse control and emotional regulation
- Exploring identity and independence
- Testing boundaries and authority

The video emphasizes that the way adults respond in everyday interactions can significantly influence whether youth feel welcomed, respected and willing to engage with community spaces.

Prompts for Reflection

Think of a situation where you observed youth-adult conflict. This could be within your organization or in your personal life. If nothing comes to mind, think of a time when you were a teenager and an adult misunderstood you:

- What assumptions were made?
- What could the adult in the situation have done differently?
- What changes in our spaces would make youth feel like they belong here?
- What is preventing staff from making this change?

Takeaway

- Adolescence is a period of learning, experimentation and identity formation.
- Youth behaviour is often communication, not defiance. Ask questions with curiosity and try to understand the situation before reacting.
- A single interaction can shape how youth view an entire organization or space, reinforcing mistrust and a lack of belonging in community spaces and systems.

YFNS Video 2: Risk and Protective Factors in Positive Development

Link to the video - https://youtu.be/FXe9R_DVacg | Slide nu 17

Background for the Video

The video goes over risk and protective factors that affect positive youth development through the [Generations video](#) developed by McCreary Center Society. The video shares youth insights from the 2023 BC Adolescent Health Survey (BC AHS) and urges participants to reflect on their assumptions and biases while trying to identify some risk and protective factors in positive youth development.

Learning point: Protective factors are factors that build resilience and promote positive outcomes so youth can thrive. Some examples are:

- Safety
- Social belonging
- Peer and family support
- Recognition and feeling heard
- Competence
- Access to social, recreational and cultural services.

Risk factors are factors or lived experiences that increase the probability of a negative outcome for youth leading to criminal activity, deviance or negative life trajectories. Some examples are:

- Lack of support
- Negative influences and interactions
- Limited positive role models
- Lack of community attachment
- Feeling like they're not being heard
- Poor mental health and isolation
- Poverty and trauma

Before watching this video, ensure you have your worksheet. Invite attendees to listen to the video, relate with their own instances and fill the worksheet. As a group, discuss the reflection prompts from the worksheet and how it applies to your organization's spaces and services.

Worksheet for Video 2:

Risk and Protective Factors in Positive Development

As you watch the video, use the prompts below to guide your reflection:

Part 1 | Voices and stories

What images or feelings come to mind when reading the lyrics and listening to the youth voices?

How would you describe the tone of their stories?

Which words or phrases made you pause, question, or want to know more?

Part 2 | Visuals and representation

What emotions do you notice in their faces and expressions?

Do these youth reflect who you work with (consider age, culture, background, clothing or expression)?

How are they using art, symbols or personal style to express their feelings?

Part 3 | Belonging and connection

How do the youth describe belonging, safety or support?

Which moments stood out most after watching with subtitles?

What emotions or reflections did this video stir in you?

Reflection Questions

After watching the video and filling out the worksheet, invite attendees to share their reflections and general impressions of the video. For further reflection, open the conversation with the following questions:

1. From the video

- How did the video challenge your assumptions or affirm your beliefs?
- What protective factors resonated with you the most?
- What's one change you can make in your overall practice based on what you observed?
- What small shift can you try this week to help youth feel safer, more connected or more seen?

2. Additional questions

- As an organization, what can we do to strengthen youth's sense of belonging within our organization and in our community?

Takeaway

- Youth you interact with may be facing multiple risk factors. Oftentimes, it is us as adults who can offer protective factors to support positive development.
- A single interaction can create mistrust for an organization, discouraging youth to who may need the services offered by your organization. Check your biases and assumptions.

Video 3: Let's Talk About Youth on the North Shore

Link -https://youtu.be/Binbgk_QgQU | Slide nu. 23

Background for the Video

The video explores the diversity of youth on the North Shore through a quiz-based worksheet based on North Shore demographic data from the 2023 BC Adolescent Health Survey. Understanding the local youth demographics is critical because youth who show up in programs often reflect those who feel welcome, safe and represented.

When youth from certain communities are absent, it may signal a structural, cultural or relational barrier within programs, spaces or systems. The video encourages participants to reflect on who may not be showing up in programs and spaces and how we can reduce barriers for them. The video may be particularly helpful to prompt discussion with members of your team and those who interact with youth through your services regularly.

Ensure you have the worksheet for this video as you proceed with viewing the video.

Worksheet for Video 3:

Let's Talk About Youth on the North Shore

According to the 2023 BC Adolescent Health Survey, what's the percentage of North Shore youth who...

1. Speak languages other than English at home?
 - 50%
 - 80%
 - 12%
2. Identify as Indigenous (Musqueam, Squamish or Tsleil-Waututh)?
 - 33%
 - 26%
 - 7%
3. Identify as part of the LGBTQIA2S+ community?
 - 25%
 - 8%
 - 48%
4. Have experienced housing insecurity in the previous year?
 - 23%
 - 9%
 - 2%
5. Have experienced living in foster homes?
 - 21%
 - 11%
 - 2%
6. Rate their mental health as poor?
 - 63%
 - 11%
 - 21%
7. Lost someone due to an overdose?
 - 18%
 - 39%
 - 7%
8. Were cyberbullied in the previous year?
 - 12%
 - 54%
 - 72%
9. Often or always feel lonely?
 - 40%
 - 21%
 - 86%
10. Work while attending school?
 - 77%
 - 18%
 - 42%
11. Play informal sports weekly?
 - 23%
 - 9%
 - 2%
12. Volunteered in the previous week?
 - 19%
 - 47%
 - 63%
13. Plan to pursue postsecondary studies?
 - 65%
 - 80%
 - 45%

Reflection Questions

1. From the Video

- Do you know who's missing from your programs?
- How often do you check youth demographic data?
- Do you know where to look for updated demographic data?
- What relationships and partnerships could help close the gap?

2. Additional Questions

- Did any of those statistics come as a surprise to you?
- How are we measuring the demographics of the youth who show up in our spaces and services?
- Think of the youth represented in our materials, language, and physical spaces. Does it reflect the diversity we learnt about in the video? Ask each group to identify:
 - One assumption that needs to be challenged
 - One organizational practice that may be contributing to exclusion
 - One concrete change that could improve access or belonging for underrepresented youth

Takeaway

- Programs that don't reflect community diversity may unintentionally alienate or ignore youth facing multiple risk factors and those in need of community services.
- It's important that as the youth landscape on the North Shore evolves, programs and spaces evolve with it.

Video 4: Leveraging Digital Platforms to Engage Youth

Link: <https://youtu.be/eQD15eM0bNM> | Slide nu. 29

Background for the Video

The video goes over youth preferences and factors that create youth-friendly digital spaces. These insights come from the 2025 YFNS Youth Online Use trends and Youth Services Website User Experience Audit Report. The video may be particularly helpful for members of your team who manage communications and digital spaces that showcase your youth services. The video will go over tips to improve youth-friendliness and accessibility of your digital spaces for the youth accessing your programs and services.

Reflection Questions

1. From the Video

- How do you measure success in your programs?
- Who is designing your messaging?
- Is your communication strategy working to target all youth?
- Are youth co-creating any of the outreach?

2. Additional Questions

- Based on the tips shared, is your communication strategy youth-friendly and accessible to youth?
- If your organization received an organization-specific website audit report, have you actioned the recommendations? If not, what barriers are you facing?

Takeaway

- Digital spaces such as websites and social media play a key role in trust-building for a youth to choose to access your programs and services. Ensuring your communication channels are youth-friendly and accessible can improve uptake of your programs and services.
- Involving youth to co-create content can improve outreach and engagement.

Additional Source Documents for Trainers

- Youth-Friendly North Shore (2024) Youth Services Evaluation Instrument and Guide. Available from: <https://docs.dnv.org/documents/youth-friendly-north-shore-evaluation-tool.pdf>
- Youth-Friendly North Shore (2024) Youth Services Evaluation Report. Available from: <https://docs.dnv.org/documents/youth-evaluation-summary-report.pdf>
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