

PARTNER and SYSTEM OFFERINGS

The Centre for Innovation in Peer Support provides system support to organizations who have peer staff, through training, implementation, evaluation & research, capacity building, knowledge brokerage, and quality improvement.

ONLINE TRAINING

Peer Staff Values in Action Training

Applying the values and ethics of peer work in action; in any setting

Peer Staff Supervisor Training

Capacity building for authentic peer work

Staff Team Workshop: Understanding Peer Work

Understanding peer roles within your agency

Peer Support Training: Becoming an Exploration Facilitator

Entry level Peer Support Essentials Training

Soundbites: Lived Experience Public Speakers Training

Bandwidth: A Lived Experience and/or Family Advisory Training

*Facilitation Training (mid-April, 2020)

*Virtual Direct Service Workshop (mid-April, 2020)

Toolkit and discussion for virtual direct service provision

COMMUNITIES OF PRACTICE

***Increased Capacity!** As part of our revised pandemic response, we are now offering separate **weekly** lunch hour gatherings for **Peer Supervisors and Peer Staff**. Opportunities include: connection, pandemic resources, capacity building, problem solving, and quality improvement.

PARTNERING & CONSULTING

Peer Work Implementation

Preparing, Hiring, Onboarding, Training, Mentoring

Quality Improvement and Evaluation Support

Human Centered Design, Co-Creation & Emergence. QI Diagnostic Tools & Mechanisms, Experience Based Co-design, Theory of Change, Developmental Evaluation and Outcome Measurements. Access to validated Peer Support Integrity, Quality & Impact Survey.

The Centre's Leadership has received extensive Quality Improvement training & coaching through 2 cohorts of Excellence through Quality Improvement Project (E-QIP). They are also certified in LEADS Healthcare Leadership and are Lean Sigma 6 (Green Belt) certified.

Infrastructure and Governance

Constellation Governance structures, Stewardship and Steering Committees, Building Coalitions, Communities of Practice

Influencing Policy and Decision Makers

System evidence reports and studies, extensive systems level knowledge and expertise

Conference Knowledge Brokerage

Presentations, workshops, panel discussions, keynote speaker engagements.

TOOLKITS, RESOURCES, & EVALUATIONS

Developed using co-creation, and aligned with current evidence based practices and values for peer support

Peer Work Promotion Guidelines

Peer Work Hiring Guidelines & Job Description Guide

Peer Supervisors Toolkit

Values in Action: Expectations of Peer Workers

Peer Work Documentation Guidelines

*Virtual Direct Service Toolkit (mid-April, 2020)

VALIDATED EVALUATION TOOL: "Peer Support Integrity, Quality & Impact Survey" and "User Manual"

To measure the efficacy of Peer Staff roles in the system

Provincial Systems Support Program's (PSSP) Evidence Exchange Network (EENet) @ Centre for Addiction & Mental Health (CAMH) in Partnership with the Centre: Promising Practice feature Centre for Innovation in Peer Support, Evidence Brief: Core Competencies of Peer Support Programs, Evidence brief: Dual Relationships

To Learn more: info@centreforinnovationinpeersupport.com

www.centreforinnovationinpeersupport.com | www.shhalton.org | www.t-e-a-c-h.org

DIRECT SERVICE OFFERINGS

The Centre for Innovation in Peer Support has offered online, virtual systems support and training opportunities to peer and supervisor roles, as well as teams and organizations working with peers for the past two years. In response to the Covid-19 pandemic, we immediately increased our online presence by offering existing direct services in a virtual environment, ensuring uninterrupted peer support services to People Receiving Services in our community and beyond.

SERVICES AVAILABLE TO OUR PEER COMMUNITY

All virtual direct services are free, low-to-no barrier and available to anyone 16 and older. Get connected by calling 905.845.9212 x 390 or emailing us at teach@shhalton.org

Peer Support Warm Line

In this time of uncertainty its not uncommon to experience feelings of loneliness, anxiety, anger or fear.

Our trained peer support staff are available for one-to-one, non-crisis telephone connection in a confidential, safe environment.

Talk, and be heard by someone able to offer supportive listening. You are not alone.

**Open Monday to Friday
from 12pm - 5pm
289.644.1480**

Peer Support Navigation

Short-term one-to-one support where you need it most.

Peer Support Navigators can:

- Listen without judgement to explore with you and discover where you are in your journey
- Support you in brainstorming tools, strategies and coping mechanisms to improve overall well-being
- Peer Support Navigators are available via phone, video chat or text messaging

Peer Check-In

Our daily virtual peer check-in groups provide a safe, non-judgmental space for peer-led group conversations.

The Centre's trained peer facilitators support safe, stigma-free dialogue to explore wellness together. Through open dialogue discover strategies to navigate barriers and develop your resilience.

To participate in these sessions, we invite you connect with us for a one-time registration. Please visit our website for the current group schedule.

Virtual Self-Help Groups

Physical distancing does not mean you are alone. Virtual Groups led by trained peer facilitators are available!

- Maintain existing connections or build new ones
- Have supportive conversations
- Build wellness skills
- Get new ideas
- Share and learn about resources
- Increase your sense of well-being

NEW! Mindful Moments: Join us twice weekdays for 15 minutes of connection, grounding, relaxation and movement in a safe and caring space. These sessions are led by trained Peer Support Staff: A Kripalu Yoga Teacher and an Applied Mindfulness Meditation Practitioner with Specialization in Mindfulness Based Addictions Recovery (MBAR) Facilitation

The Centre is working responsively to be of service to our community. We are increasing our virtual peer-led supports and in the coming weeks we will be launching additional virtual supports focused on building social connections, reducing stress & anxiety and navigating taking care of ourselves and our loved ones health and well-being.

Please visit our website regularly for weekly updates on what is being scheduled.

The Peer Support Integrity, Quality and Impact Survey

The Centre has been working hard for over three years to develop a validated tool in order to measure the efficacy of peer staff roles in the system. The Survey was rolled out to 412 people receiving peer support services in over 13 different agencies in over 25 different programs. We are excited to share these results!

Integrity

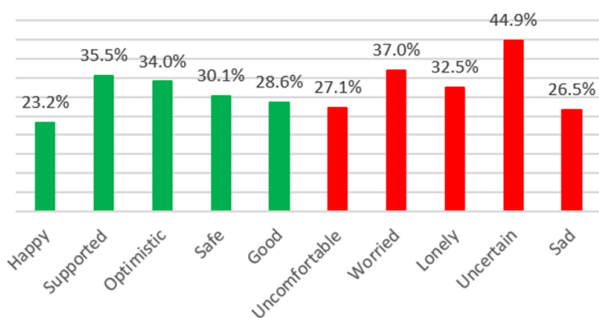
Peer workers are providing services through Values in Action:

To remind the person that their health and wellness is unique to them.
To share their personal experiences when it may be helpful.
To give encouragement.
To share about community resources and different learning opportunities that are available.
To explore options open to the person when they have a decision to make.
To not express disapproval of the person or the choices they make.
To believe in the person.
To recognize their feelings and opinions as valid/worthwhile.
To genuinely listen.

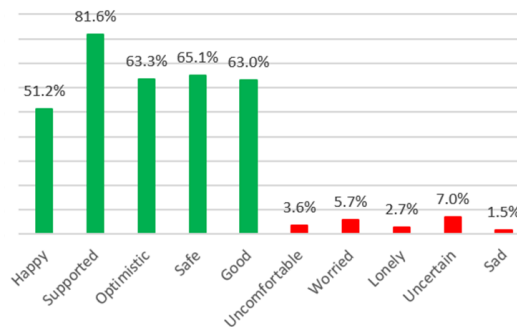
To honour commitments they make to the person.
To discuss confidentiality whenever needed.
To express that the person is not alone in their experiences and struggles.
To encourage the individual to advocate for them self.
To learn from the person.
To remind the person that they have the right to express their needs.
To demonstrate their personal recovery/wellness and self-care.
To encourage people to participate in a way that is comfortable for them and the group, if facilitating a group.

Quality

People had mixed emotions about services before peer support



But had VERY positive emotions connected to Peer Support service



Impact

People feel receiving peer services has positively impacted the following:

- Helped them be more hopeful about their life
- Gave them more confidence to tell health providers what they need
- Helped them deal more effectively with crises in their life
- Helped them get connected to appropriate supports and services
- Improved their ability for self-care
- Decreased their need for emergency and crisis services
- Made experience with mental health and addiction services better!

