

Defining the Role of Peer Support

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Ontario Shores
Centre for Mental Health Sciences

Presentation Overview

Utilizing the following methods:

- Literature Review
- Survey
- Narrative Reports

We establish patterns and trends that clearly indicate the role of Peer Support



Wait- What IS Peer Support?

Peer Support has been defined at Ontario Shores as:

“Peers provide comfort and support along the recovery journey. They bring lived experience to their role and can share their insights with others to assist with decision making and implementation of recovery plans. Peers provide an integral link to organizational and community resources which help build the skills necessary to facilitate recovery.”



Theoretical Bases of Peer Support

❖ **Social Comparison Theory** (Festinger, 1954)

- People seek interactions with others who have similar experiences
- People believe that if someone else recovered, so can they, thus bringing about self-enhancement

❖ **Social Learning Theory** (Bandura, 1977)

- Modeling by peers brings about more positive behaviour change with patients/clients than when using non-peers

❖ **Experiential Knowledge** (Borkman, 1999)

- A person with mental health issues has more insight from their own journey which may lead to different interventions and treatment approaches
- Utilization of peer support creates tangible hope



The Origin of Peer Support at Ontario Shores: Sheila's Story

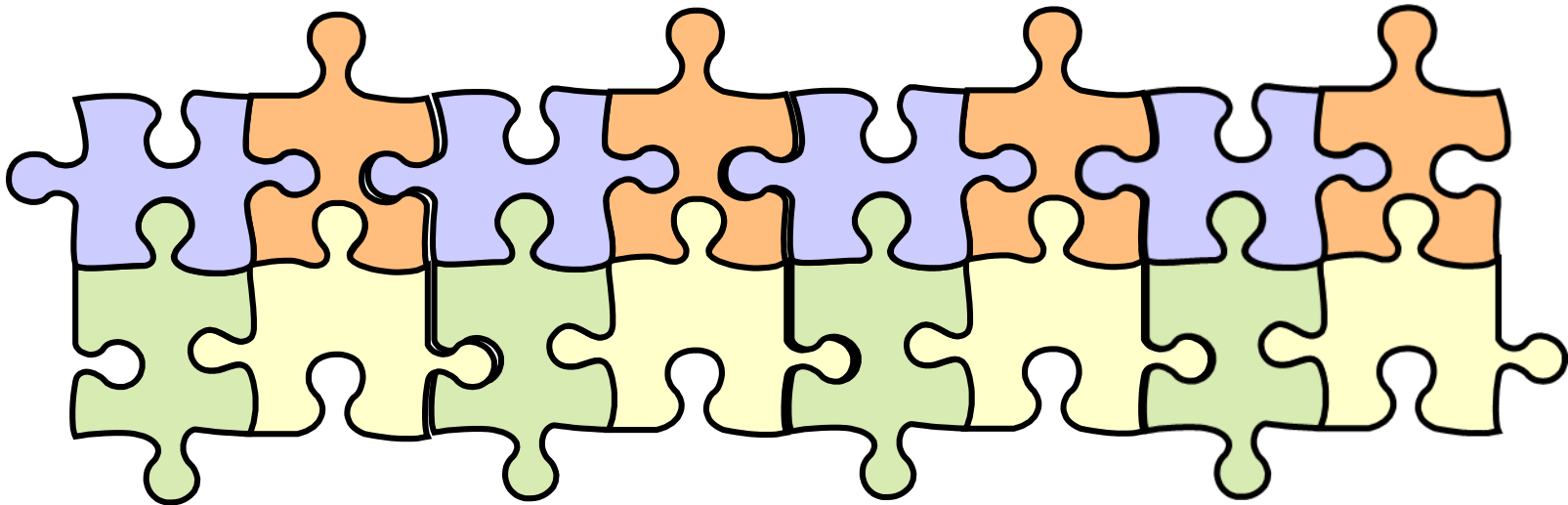


“In order for our patients to have a positive experience, quality must be interwoven into the fabric of every thing that takes during a patients’ journey. Quality is best recognized and articulated through the eyes of the patient – a close collaboration of quality improvement staff, peer support and our patients are key to enhancing quality in a practical and meaningful way.”



Peer Initiatives: Pieces in a Puzzle

WE FIT TOGETHER



T.A.M.I. Peer Support Group Recovery Rounds Community Meetings
Patient Council Committees Presentations Boost Your Mood
Women's Discussion Group Flourish Wellness Initiatives



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Literature Review

Procedure:

- ❑ Over 20 journal articles and/or websites were analyzed to find commonalities, differences, tips, and next steps among the Peer Support model around the world



Survey

□ A sample of 40 clinicians at Ontario Shores were polled (using Survey Monkey) on what they viewed the role of Peer Support to be by ranking the 16 scopes to the right

- 1:1 recovery support
- Peer mentoring
- Recovery rounds
- Facilitating peer-led groups and initiatives
- Advocacy through Patient Council
- Committee Participation
- System Navigation
- Community Reintegration
- Anti-Stigma presentations/projects
- In- house peer support education
- Peer/ TR Collaboration
- Community Meetings
- Role modeling
- Clean air ambassadors
- Wellness Recovery Action Plan Program



Narrative Reports













Procedure for “Project Knock-Knock”:

- For two weeks we kept track of who was knocking at our door and their purpose for visiting our office
- We also surveyed one Peer Support Group in this project to ask them why they chose Peer Support



Literature Review Results

THE VALUE OF PEER SUPPORT:

1. Instills hope and makes recovery seem more attainable..... 
2. Increases education and employment rates for consumers..... 
3. Increases self-esteem and self-efficacy..... 
4. Produces fewer crises and hospitalizations..... 
5. Gives sense of empowerment..... 
6. Decline in substance use..... 
7. Alleviates isolation..... 
8. Increases ability to manage symptoms and stress..... 
9. Better quality of life..... 
10. Reduces self-stigmatization..... 
11. Increases spiritual well-being..... 
12. Strengthens the team-based approach to recovery..... 

Canada 


USA 

Scotland 

Australia 

Germany 

Sweden 

China 

Amsterdam 



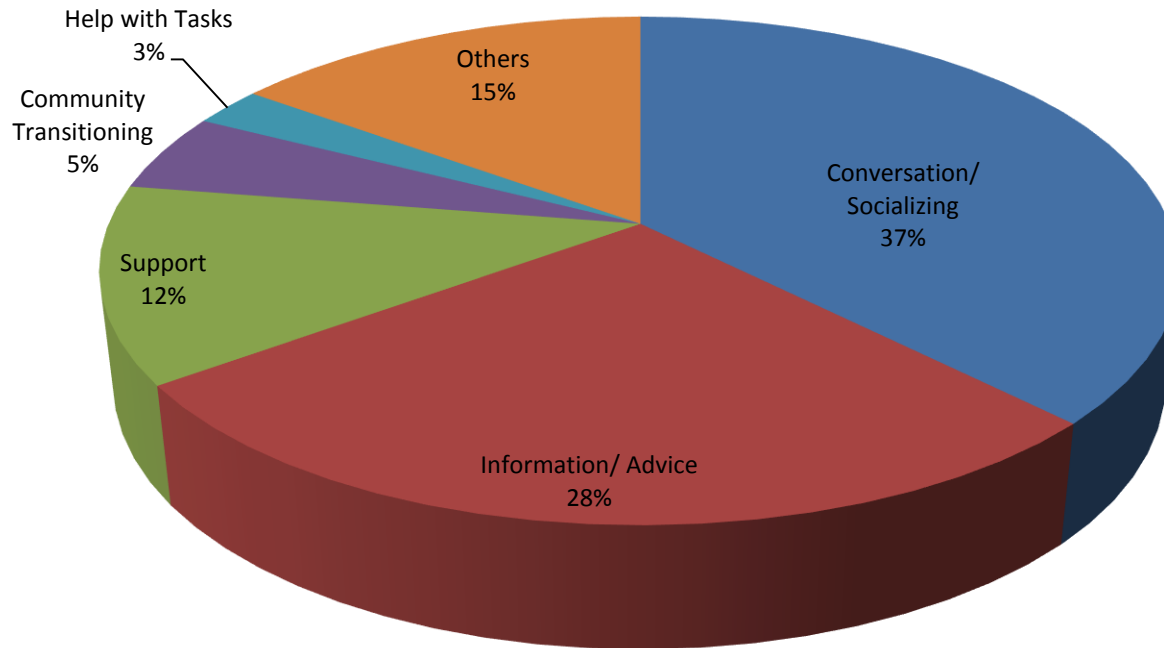
Survey Results

1. 1:1 Recovery Support
2. Peer Mentoring
3. Facilitating Peer-Led Groups and Initiatives
4. Advocacy through Patient Council
5. Role Modeling
6. Recovery Rounds
7. In-House Peer Support Education
8. Co-Facilitating Non-Peer Led Groups



Project Knock-Knock Results

Project Knock-Knock: Reasons to Access Peer Support

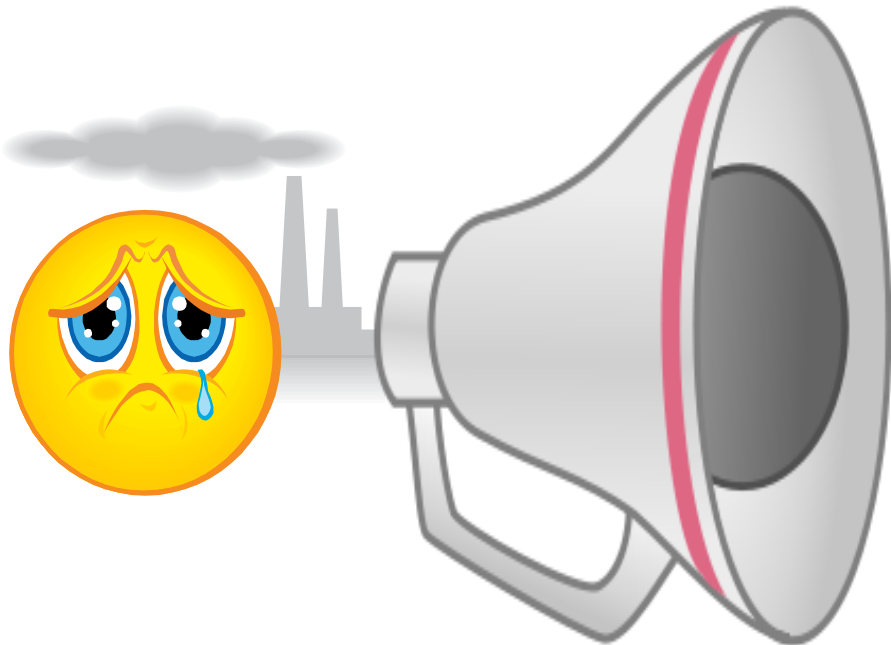


Connecting the Dots

	Alleviates Isolation	Better Quality of Life	Increases Ability to Manage Symptoms and Stress	Produces Fewer Crises and Hospitalizations	Gives Sense of Empowerment
Survey	<ul style="list-style-type: none"> → 1:1 Recovery support → Facilitating Peer-Led Groups and Initiatives 	<ul style="list-style-type: none"> → Role Modeling → Recovery Rounds → Providing In-House Peer Support Education to Health Care Workers 	<ul style="list-style-type: none"> → Peer Mentoring 	<ul style="list-style-type: none"> → Peer Mentoring → Recovery Rounds → Providing In-House Peer Support Education to Health Care Workers 	<ul style="list-style-type: none"> → Advocacy through Patient Council
Project Knock-Knock	<ul style="list-style-type: none"> → Conversation / Socializing 		<ul style="list-style-type: none"> → Information/ Advice → Learn Life Skills (Other) → To gain more insight into mental illness (Other) 	<ul style="list-style-type: none"> → Support → In Crisis (Other) 	



Using the Client Voice to Guide our Practice



Can you hear me now??



Collaborating in the Circle of Care



Visions for the Future

What Next at Ontario Shores:

- Documentation
- Peer referral system
- ↑ in # of Peers
- ↑ Peer-led initiatives for clients
- Peer designated to units, programs
- Peer bridging -transitional support
- Continue to reduce stigma everyday

