

Peer Support and Collaborations That Work

*Krasman*centre

Important considerations are required when developing new partnerships.

Presentation Outline:

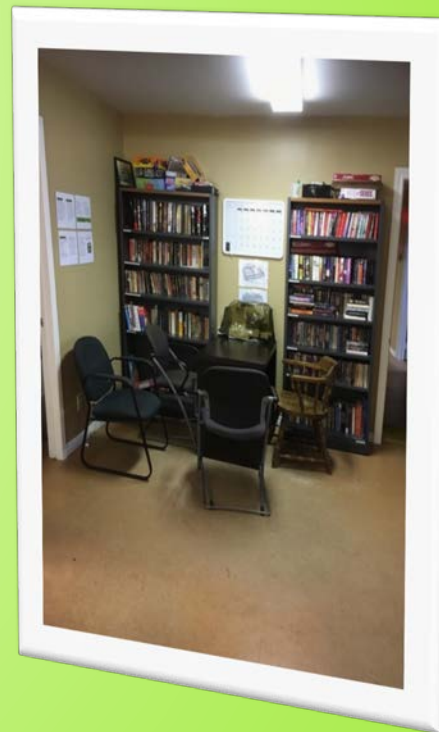
- ▶ Overview of 4 collaborative programs / successes / challenges

- 1. Krasman Centre / LOFT Crosslinks Drop-In Centre
- 2. Housing to Health Program
- 3. Peer Navigator Program
- 4. Wellness Collaborative
- ▶ Key Lessons Learned
- ▶ Small group discussions (scenarios)

PEER SUPPORT AND
PARTNERSHIPS/COLLABORATIONS



and



Krasman Centre / LOFT Crosslinks Drop-in Centre (Newmarket)



- Expanding our model to the north/ supporting LOFT with enhancing their peer support offerings
- Challenges – Not KC's physical site, Team building, Introducing a 'new' model at a more 'clinical' agency
- Creating consistencies with all our drop-ins
- Successes – Popularity of program/positive impact on visitors, filling gaps in services in the area/referrals, enhancing supports for LOFT 'clients', increased awareness/partnering between respective agency programs, mobile outreach
- Supporting the partnership: Supervision, Drop-ins Manager, Ongoing communication among the team (management, peer supporters from both agencies).

NEWMARKET DROP-IN COLLABORATION



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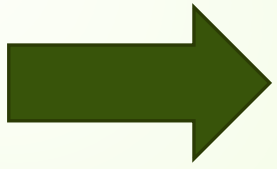
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Housing To Health (Housing First)
Program

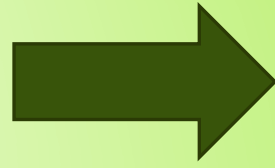
- ▶ KC – education on Peer Support model – what it is/what it isn't, how it is unique from other approaches
- ▶ Supported LOFT in hiring a peer worker for the program – shared job description and recruiting process
- ▶ Krasman provides additional supervision/support for the Peer Workers in the team
- ▶ KC provides background information on Peer Support for the project's program manual
- ▶ KC supports establishment of Peer Advisory Committee for the Program

H2H - Krasman Centre's Contribution To The Partnership



Challenges:

- ▶ Staff turnover
- ▶ Sharing a common understanding of role(s) of Peer Supporters
- ▶ Team dynamics – equal access to program information



Successes:

- ▶ leadership team relationship
- ▶ peer advisory committee for the program
- ▶ shared philosophies in alignment with Housing First principles
- ▶ Peer Support component – recognized as key asset/strength – able to connect with people/build trusting relationships

H2H Collaborative Work

Peer Navigator Program (Peer Support In 2 Hospital Emergency Departments)

Southlake Regional Health Centre



North York General Hospital



- ▶ How it began – LHIN support and funding (1 Peer Supporter in each of the busiest E.D.'s in the CLHIN.)
- ▶ Face to face meetings with hospital reps
- ▶ Lunch and Learns for hospital staff
- ▶ Challenges 'on the ground' and how they were overcome
- ▶ The Peer Navigators experiences
- ▶ Successful interdisciplinary teamwork / Willingness from all parties to explore innovative approach
- ▶ Advocating for change within the partnership / hospital settings

Peer Navigator Program

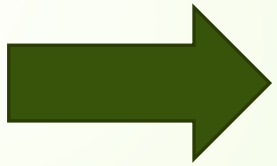


Krasman Centre's contribution to the collaborative:

- ▶ PWLE – at the forefront
- ▶ Definition of Peer Support
- ▶ Job description for Peer Support Outreach Workers
- ▶ Low-barrier, equitable access

WELLNESS COLLABORATIVE

Enhancing Addictions Supports



Challenges:

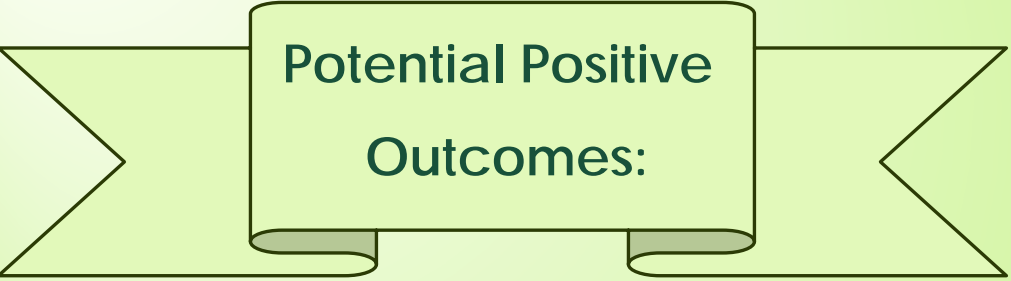
- ▶ resistance/learning curves re: harm reduction approach – some agencies previously mostly abstinence based.
- ▶ Working collaboratively – bridging programs
- ▶ Krasman Centre – more obviously under-resourced – unable to host meetings, or events – inequities became very evident to staff and the people we support




Successes:

- ▶ Meeting deliverables
- ▶ Enhancing our access to other services and programs
- ▶ Building relationships with partners
- ▶ Capacity building re: Harm Reduction/Naloxone
- ▶ Mobile outreach workers

WELLNESS COLLABORATIVE



Potential Positive
Outcomes:



Risks and
Potential
Challenges:

▶

▶

Discussion

Lessons Learned

What elements are required to best ensure that a CSI or peer support program maintains it's 'voice' within partnerships and continues to uphold and put into practice, the core principles and values of peer support?

(Situations where advocacy may be required to uphold Peer Support values and principles when working in collaborative relationships)

SCENARIOS FOR SMALL GROUP DISCUSSION

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Thank you for your participation!