



# Peer Support within the Interdisciplinary Clinical Setting

Benefits, Challenges, and Approaches  
from Both Worker and Manager Perspectives



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Mood Disorders Association of Ontario

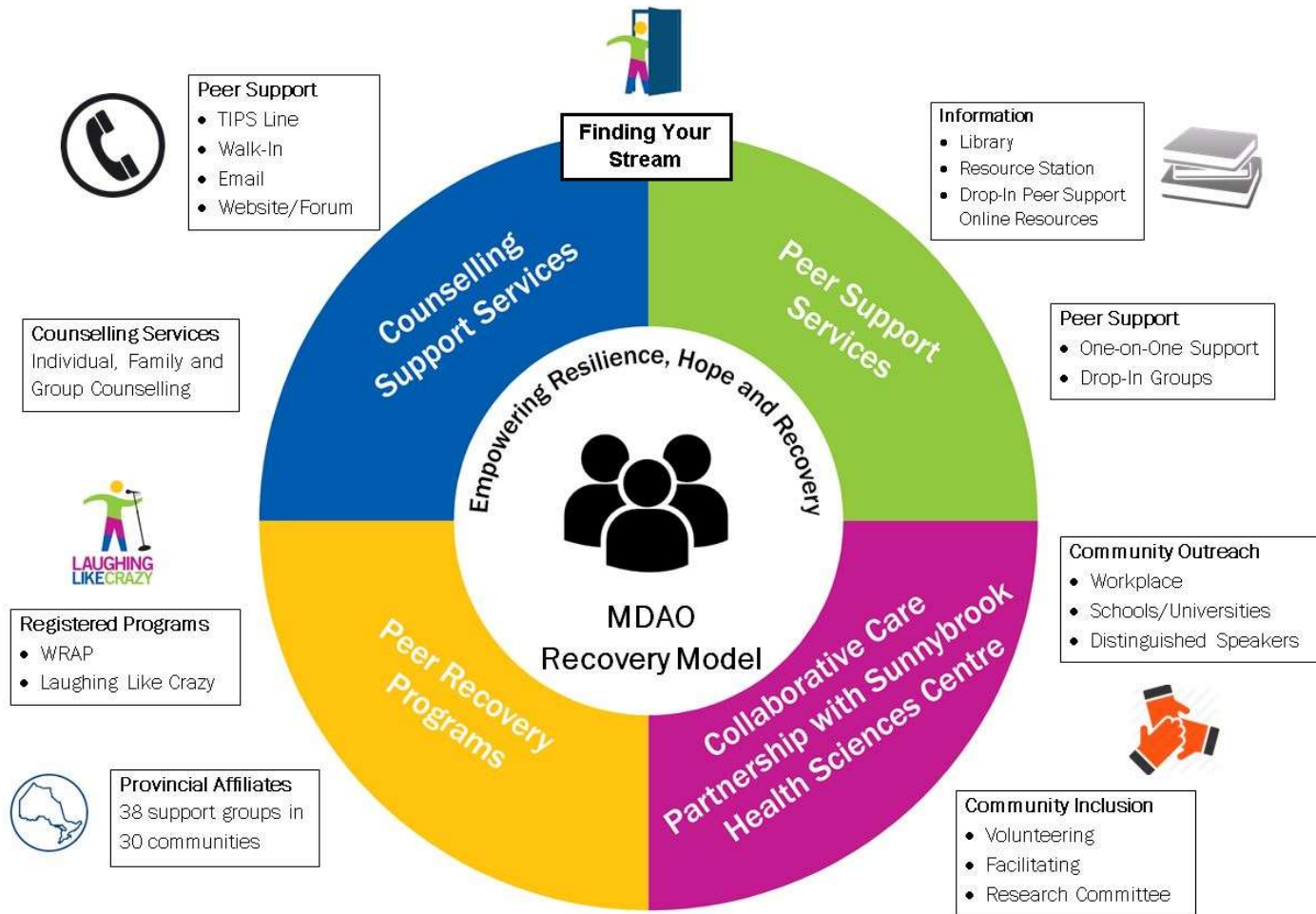
# About Hope + Me

- **Hope and Me** (formerly Mood Disorders Association of Ontario) is a community-based, not-for-profit mental health services provider with a 35-year history.
- We restore hope and transform lives of adults, youth, families and caregivers, province-wide, who experience anxiety, depression, or bipolar disorder.
- We epitomize and champion the value of lived experience which is reflected in all of our programs and services.
- We are both a bridge to clinical care and an outpatient destination.

# Facts About Hope + Me

- Hope+Me assists over 275,000 people province-wide
- We support 38 affiliates across Ontario with a range of Peer Support training and networking supports
- The cost efficiency of our services is made possible with the contribution of more than 275 volunteers who attain over 18,000 volunteer hours across the province annually

# Facts About Hope + Me



# Clinical-Based Peer Support



CLINICAL CARE

## **FORMALIZED/INTENTIONAL PEER SUPPORT**

Consumer run peer support services within community settings (either group or one-to-one) focusing on issues such as education, employment, MH systems navigation, systemic/individual advocacy, housing, food security, internet, transportation, recovery education, anti-discrimination work, etc.

## **WORKPLACE PEER SUPPORT**

Workplace-based programs where employees with lived experience are selected and prepared to provide peer support to other employees within their workplace

## **COMMUNITY CLINICAL SETTING PEER SUPPORT**

Peer support workers are selected to provide support to patients/clients that utilize clinical services, e.g., Outpatient, A.C.T teams, Case Management, Counselling

## **CLINICAL/CONVENTIONAL MH SYSTEM-BASED PEER SUPPORT**

Clinical setting, inpatient/outpatient, institutional peer support, multidisciplinary groups, recovery centres, or Rehabilitation Centres Crisis response, Crisis Management, Emergency Rooms, Acute Wards

Mental Health Commission of Canada, 2013

**Hope + Me**  
Support. Recovery. Community.

Mood Disorders Association of Ontario

# Clinical-Based Peer Support

## at St. Michael's Hospital

- Peer support specialists providing mental health peer support in various departments: Inpatient, Emergency, Addiction, FOCUS, and STAR Learning Centre
- Fully integrated into the interdisciplinary primary care team and reports directly to team lead or program manager.
- Hope+Me supports specialists at St.Mike's through training and ongoing development.

# Clinical-Based Peer Support

## at Sunnybrook Hospital

- Peer support volunteers provide drop-in mental health Peer Support in various departments: Inpatient F2, Thompson Anxiety Centre, and Family Members support
- Under joint supervision of Hope+Me and clinical staff (RT or OT) of Sunnybrook
- The Peer Support volunteer is an active member of the interdisciplinary team with peer support services being integrated into primary care
- Hope+Me also supports Sunnybrook in delivering mental health recovery-based programs

# Peer Support Training

- Four modules over 4 full days or 8 half-days.
- Closely aligned with the Peer Support Canada Certification and Standards of Practice; and draws on lived experience of the participants to frame the training plan.
- Focuses on effective and proven techniques, facilitation and communication skills based on MHCC's standards, as well as our 35-plus years experience in the field of Peer Support.
- Training in one-to-one Peer Support as well as group peer support and facilitation.
- Prepares participants for ongoing professional development and practice in the form of continual Community of Practice Meetings following the completion of the training.



# Peer Support Learning Objectives

- Building a strong foundation of peer support and learning to reflect and draw upon lived experience to provide peer support.
- Turning values and principles of peer support into practice, working with power dynamics and promoting inclusivity.
- Using best practices to facilitate peer support within both one-on-one and group setting, addressing conflict and maintaining a safe environment.
- Learning and practicing proven techniques drawing from peer support techniques, lived experiences with coping strategies, and selective supportive counseling techniques.

# Peer Support Supervision

- Provides space for reflection around drawing, communicating, and effective use of lived experience.
- Identifies areas for growth and setting professional goals.
- Provides peer support specific information and insights through mentorship and knowledge exchange.
- Recognizes when peer drift is occurring and helps increase awareness and address the challenge.
- Recognizes and acts upon barriers the peer supporter is facing such as burnout, secondary trauma, and stigma.
- Discusses boundaries and dual relationships.
- Discusses workplace accommodations

# Joint Peer Support Supervision

## Hope+Me and Sunnybrook

### **Non-Peer or On-site Supervisor – Sunnybrook staff**

- Responsible for peer support workers day-to-day
- Sets the tone for how peer support work is valued on the team
- Conducts performance measurements
- Encourages peer support worker to access accommodations or supports when necessary

### **Peer Supervisor or Mentor – Hope+Me staff**

- Provides practical guidance on practice of peer support
- Utilizes lived experience to support and provide insights
- Discusses how to navigate working within an interdisciplinary team.
- Advises the non-peer supervisor when there is a disconnect

# Community of Practice Meeting

A place for peer support workers to exchange knowledge and to receive and provide mutual support. The meeting helps maintain the health, hopefulness and wellness of its members and mitigate the risk of stagnation, burnout, and/or straying from the authenticity of peer support. The meeting is facilitated by a peer support supervisor.

## **Some previous topics discussed in the COP:**

Managing power dynamics

Avoiding peer drift

Peer support as part of an interdisciplinary team



# Challenges: Case Study

Peer Drift

Interprofessional Team Dynamic

Integration versus Isolation

# Peer Drift

Peer support workers may lose sight of some of the critical characteristics of peer support such as self-determination, non-judgmental empathy and recovery-oriented hopefulness. This may occur when working semi-independently over time and within challenging environments. As a result, peer support workers have a high risk of adapting clinical approach to service delivery

What are some peer drift causes and examples when working within clinical interdisciplinary setting?

# Inter-professional Team Dynamic

Being a part of an inter-professional team can be challenging for peer support workers as each profession operates within their own code of ethics and principles. As a result, peer support workers may struggle with contributing effectively as an integral part of the primary care team.

What are some dynamic challenges that can come up when working within clinical interdisciplinary setting?

# Integration vs. Isolation

Integration of peer support is including lived experience in all aspects of service delivery including collaborative care, decision making, and continuous improvement. Peer support worker in an integrated environment acts as a part of the primary care team. However, the peer support workers might still experience isolation in their work.

What are some isolation challenges that can come up when working within clinical interdisciplinary setting?





# Moving Forward

What we hope to see more moving forward



# Q&A