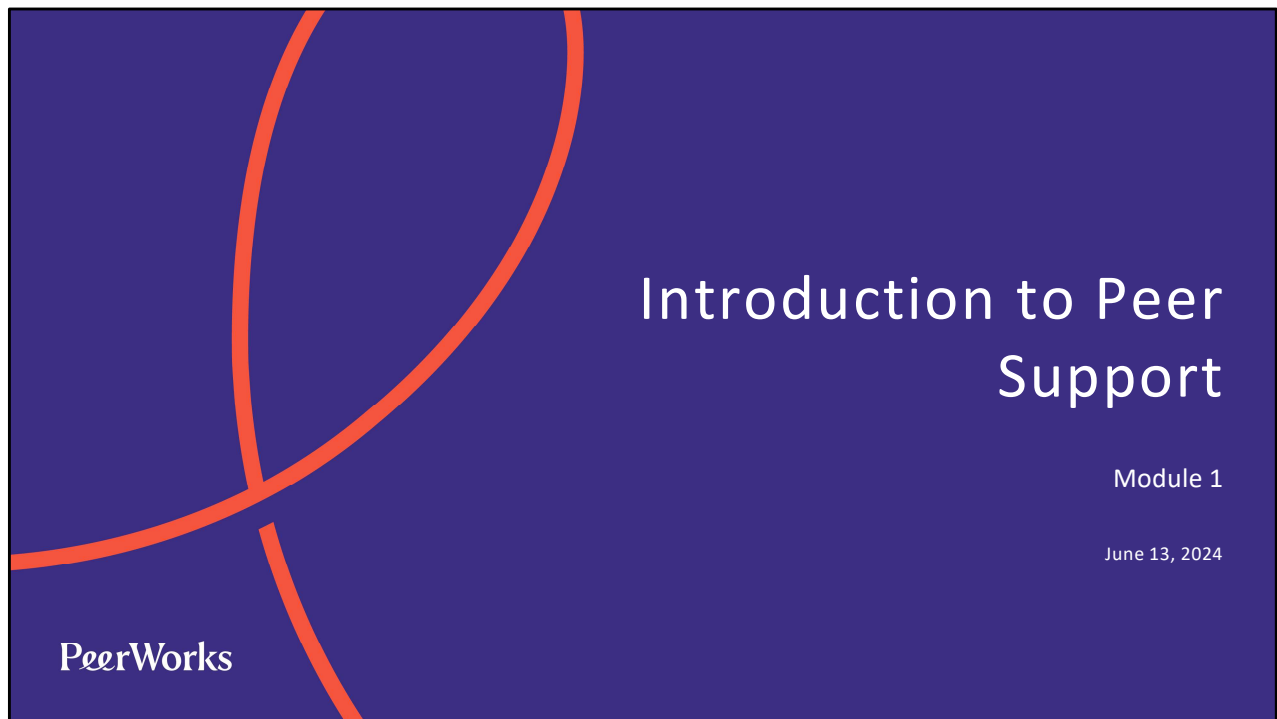




Trainer Manual

Module 01: Peer Support © 2023 PeerWorks

This training program is designed to be accessible to all trainers, and ensure that all participants receive the same quality of education regardless of specific trainers' background and experience.

This manual is a living document and should be understood as a set of guidelines, not as a fixed script. Feel free to adapt the language to your style of presentation. We also recognize that language is always changing; please update terminology when necessary. The synchronous sessions should be dynamic, engaging experiences.

COORDINATOR

"Hello everyone and welcome to the first module of PeerWorks' Peer Support Core Essentials Program. Module 1 is 'Introduction to Peer Support.' This module will serve as an introduction to our training

program, as well as an introduction to the field of Peer Support.”

Land Acknowledgement

I am speaking to you today from Toronto. Toronto is in the 'Dish With One Spoon Territory'. The Dish With One Spoon is a treaty between the Anishinaabe, Mississaugas and Haudenosaunee that bound them to share the territory and protect the land. Subsequent Indigenous Nations and peoples, Europeans and all newcomers have been invited into this treaty in the spirit of peace, friendship and respect.

The "Dish", or sometimes it is called the "Bowl", represents what is now southern Ontario, from the Great Lakes to Quebec and from Lake Simcoe into the United States. *We all eat out of the Dish, all of us that share this territory, with only one spoon. That means we have to share the responsibility of ensuring the dish is never empty, which includes taking care of the land and the creatures we share it with. Importantly, no knives are at the table, representing that we must keep the peace.

We want to acknowledge and respect all Indigenous people who don't live in their traditional territories but have made a home in different parts of Ontario and have brought their culture with them.

PeerWorks

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COORDINATOR

"The first thing we want to do today is read a Land Acknowledgement."

Read PeerWorks' land acknowledgement.

"As an Ontario-based mental health and addictions organization, it's important for us to acknowledge the ongoing history of settler-colonialism in Canada and its impact on the indigenous inhabitants of this land. Indigenous communities in Canada have higher rates of mental health challenges and addictions, but far fewer healthcare resources. In Module 3, we will learn more about this with our discussion of Social Determinants of Health.

While we are all virtually together today, we are joining from different place across Ontario. As such, we invite you to learn more about your community's relationship to the land and consider how this informs your practice. Our work as Peer Supporters is stronger and more relevant when it is culturally competent, and inclusive of all our community

members.

We have included links in our resources where you can learn more about the land that you are on. If you are interested in opening one of our synchronous sessions with your own land acknowledgment that reflects where you are coming from, please let us know.”

Land Acknowledgement

If any of you want to share a land acknowledgement for the area where you reside in any of our upcoming sessions, please let us know!

TRAINER

"Next we'd like to launch a poll to gauge your familiarity with Peer Support."

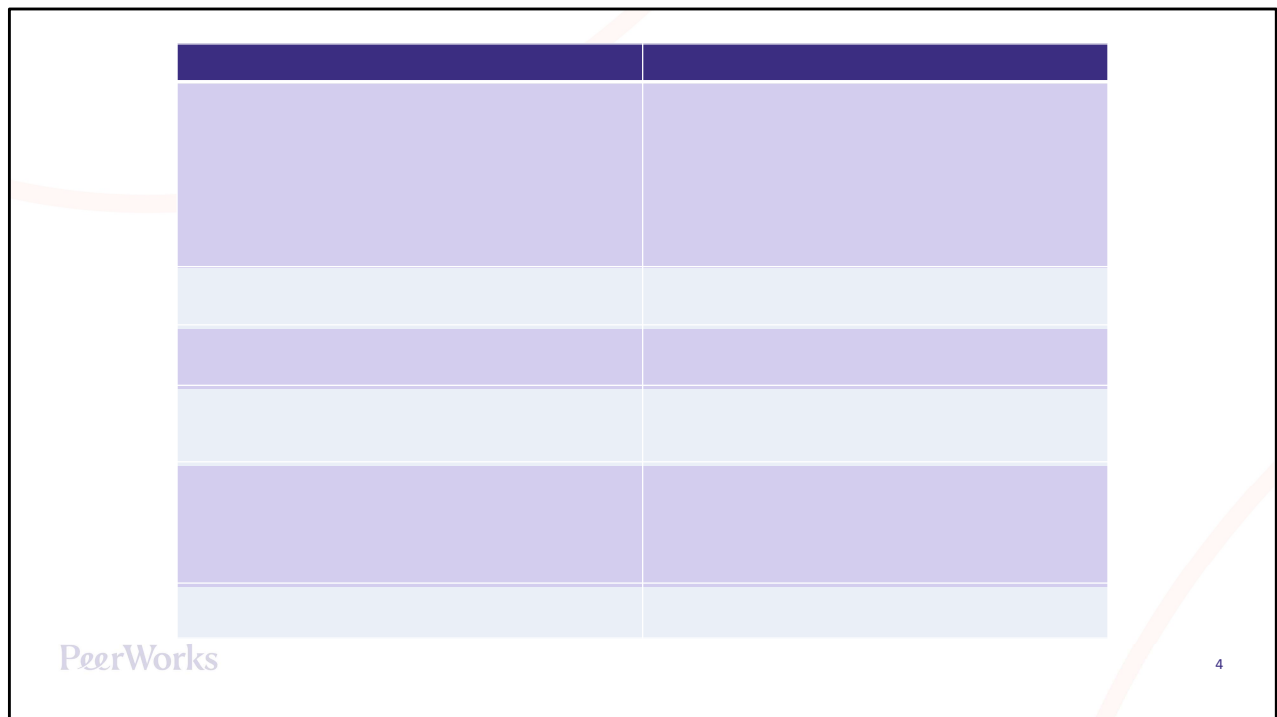
(COORDINATOR) Launch Zoom Poll asking:

How familiar are you with Peer Support?

Options:

1. Completely new to Peer Support
2. Have heard of Peer Support, but not experienced it
3. Have participated in some Peer Support
4. Have lots of experience with Peer Support

After everyone has voted, please read out the poll results.



TRAINER

"Next thing we'd like to do today is get to know everyone."

At this point, as the trainer, introduce yourself and what you would like to share about your experience with Peer Support. The slide will show a picture of you, along with some facts that you want to share with the participants.

Note: this slide will be updated with the trainer's photo and bio.

Module 1 – Introduction to Peer Support

Icebreaker Activity

What is your name?

What is your experience with Peer Support?

What is your favourite fictional friendship?

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TRAINER

“Now for our first icebreaker. Every synchronous session will begin with a question. This aims to get us all comfortable talking and get to know each other better. We need to practice listening and sharing to develop the skills necessary for Peer Support.

Today’s icebreaker questions are: what is your name? What is your experience with Peer Support? And what is your favourite fictional friendship?”

As the trainers, feel free to go first. Keep it brief, but include an explanation for your choice of friendship. Thank people for sharing.

Housekeeping

- Please mute yourself if you are not speaking.
- Feel free to include your pronouns in your Zoom Name.
- Use Zoom reaction tools, chat box, hands up, etc.
- Be prepared to have video on at all times; as such, please be appropriately dressed and limit distractions.
- Contribute to the conversations out loud and in the chat box.
- If someone has already shared what you were going to say, lower your hand and put “agree” in the chat.

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COORDINATOR

“The next slide is another one we will see at the beginning of each synchronous session. It contains the ‘Housekeeping’ related to Zoom sessions. These guidelines are intended to make the online environment run more smoothly. If you think anything is missing from these guidelines, please let us know. If you are having trouble accessing Zoom functions, contact us, and we will help you. We want to ensure that all the elements of these meetings are accessible to everyone.”

“Does anyone know why we suggest you put your pronouns in your Zoom Name?”

Answer: “Using your pronouns signals you will not assume anyone’s gender. It tells people how to refer to you and signals that others can feel comfortable sharing their pronouns.”

Expectations

- Arrive on time.
- Help us create a confidential, non-judgmental space (no screenshots or recordings).
- Please keep your phones on silent.
- Avoid cross-talk and side-talk.
- Learn from each person's perspective.
- Language – please bring new language to us as we recognize that language is ever-changing.
- **Have fun!**

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COORDINATOR

"This next slide is similar to the previous one. While 'Housekeeping' is focused more on the functional requirements for meeting online, 'Expectations' is more focused on our behaviour and the supportive environment we want to create for our synchronous sessions. We want this list to be a collaborative document that we all create together and agree upon. As such, while we've created the beginning of these guidelines, our 'Expectations' are not a finished product. After we go through this list, we want to hear from you. Is there anything you want to add to the list or adapt? We want to ensure these online sessions are produced in a supportive and non-judgmental environment."

Read through the list, and then ask, "Is there anything on this list that you would like us to clarify or explain further?" Leave time for participants to think and reply, and then invite them to add something to the list.

"It's important that everyone becomes comfortable sharing and listening, as these are essential skills for Peer Supporters. However, we recognize

that there might be days when our capacity to share is lower. So, while we encourage you to keep your video on and engage in all discussions and activities, your comfort and safety come first: pass on a question if you need to, and turn off your video if you need some time away. You can privately reach out to the trainers if there is anything you would like to request or share.”

When inviting questions or comments., phrase your question as “What questions do you have?” instead of “Does anyone have any questions?” This phrasing invites contemplation rather than a yes or no response.

“Content Warnings: while the information in this module is fairly introductory, there is some information in later modules that people might find difficult to discuss.

If you ever feel the need to step away from the session or turn off your camera, please take that time to take care of yourself. You are also welcome to private message one of the trainers if you need support.”

Module Overview & Learning Objectives

In Module 1, we will consider the meaning of 'Peer Support.' Everyone will have the opportunity to share their thoughts about Peer Support and learn about differing points of view. We will compare our definitions of Peer Support and share our experiences receiving and offering Peer Support.

Through the successful completion of Module 1, you will be able to:

1. Define Peer Support.
2. Articulate the benefits of receiving and offering Peer Support.

TRAINER

Read the Module Overview and the Learning Objectives out loud.

Training Guidelines

- Taking this training does not guarantee everyone an automatic “pass.”
- Participants are evaluated by the trainers, and the outcomes can range from “Incomplete” to “Level 1” and “Level 1R,” and eventually earning “PeerWorks Certified Peer Supporter.”
- Attendance is required at all 17 live online classes. Participants may miss up to a maximum of 3 classes, however not all material from every module can be made up and may affect results. If something comes up that affects your ability to attend a class, email **[INSERT EMAIL]** as soon as possible.
- Participants must complete homework before the next class.

COORDINATOR

Read the Training Guidelines out loud.

PeerWorks' Mission & Vision

PeerWorks represents the consumer voice by highlighting the achievements and challenges, potential and needs of our member organizations and the many individuals who use them.

We represent their interests at the major provincial mental health/addiction policy planning and strategy implementation tables.

PeerWorks

Mission

- PeerWorks' mission is to strengthen and promote diverse peer voices in Ontario, through community building, information-sharing, collaboration, advocacy, and education.

Vision

- A world in which lived experience is valued, peer autonomy and peer culture are protected, diversity is respected, and peer support is available to all.

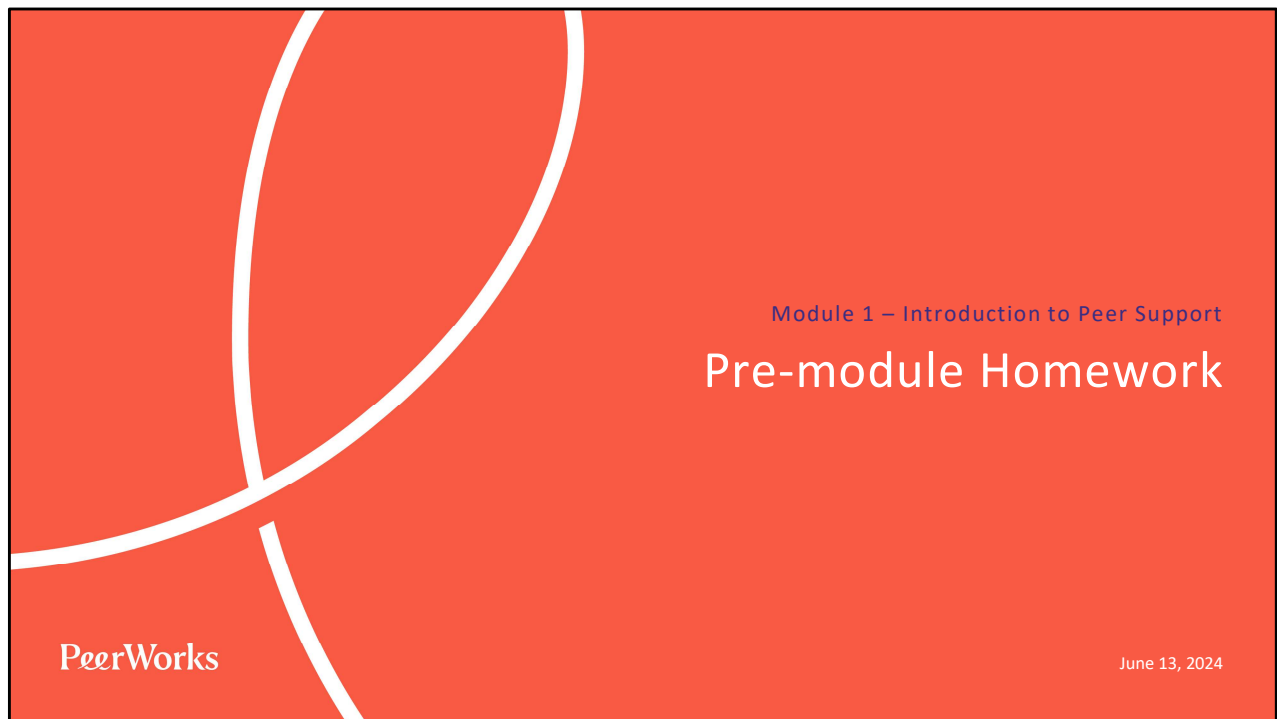
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COORDINATOR

"Now that we have all gotten to know each other a little bit better, let's introduce PeerWorks. While we have existed under several different names, PeerWorks has been around since 1991."

Read the description of PeerWorks, as well as our Mission statement and vision.

"What questions do you have about PeerWorks and our role in the Peer Support field?"



TRAINER

"The homework for this session was to watch a video and prepare a definition for Peer Support. Can everyone please have their definition available, as it will be required for our first group activity.

First, we want to open the room to questions or comments about the homework. What was your experience watching the video? Have you seen it before? What stood out about it?"

Breakout Rooms Activity

Break into smaller groups and share your definitions of peer support. Discuss how they were similar and how they were different.

After sharing your definitions, list five words that came up most often or at least more than once. Have a recorder write these five words down and bring them back to the group.

(This activity should take approximately 10 to 15 minutes.)

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TRAINER

“We are going to go into breakout rooms now in small groups in order to share our definitions. In your groups, discuss how your definitions are similar and how they are different.

The purpose of the activity is to identify our existing knowledge about peer support and any assumptions we might have. At the end of the 17 modules, we can look back at our definitions and see how our understanding of Peer Support has changed.

After sharing your definitions, list five words that came up most often or at least more than once. Have a recorder write these five words down and bring them back to the group.”

Give the groups 10-15 minutes to go through their definitions and come up with their five words.

COORDINATOR: Bring up the whiteboard feature and have everyone add their words to it. This will visually represent some of the repeating words and allow the entire group to compare the most significant

elements of their Peer Support definitions.

The half-way point of the training session will be roughly in the middle of the small group activity.

Supporters are trained professionals, who are providing a healthcare service.

This is different than friendship, though friendship is also a great system of support and strength.”

PeerWorks' Definition

"Peer Support is a naturally occurring, mutually beneficial support process, where people who share a common experience meet as equals, sharing skills, strengths and hope; learning from each other how to cope, thrive and flourish.

Formalized Peer Support begins when persons with lived experience who have received specialized training, assume unique, designated roles within the mental health system, to support an individual's expressed wishes.

Specialized Peer Support training is Peer developed, delivered and endorsed by Consumer/Survivor Initiatives, Peer Support Organizations and Patient Councils, and is rooted in principles of recovery, hope and individual empowerment.

Consumer Survivor Initiatives and Peer Support Organizations are community-based, self-help organizations run by and for consumer/survivors."

PeerWorks

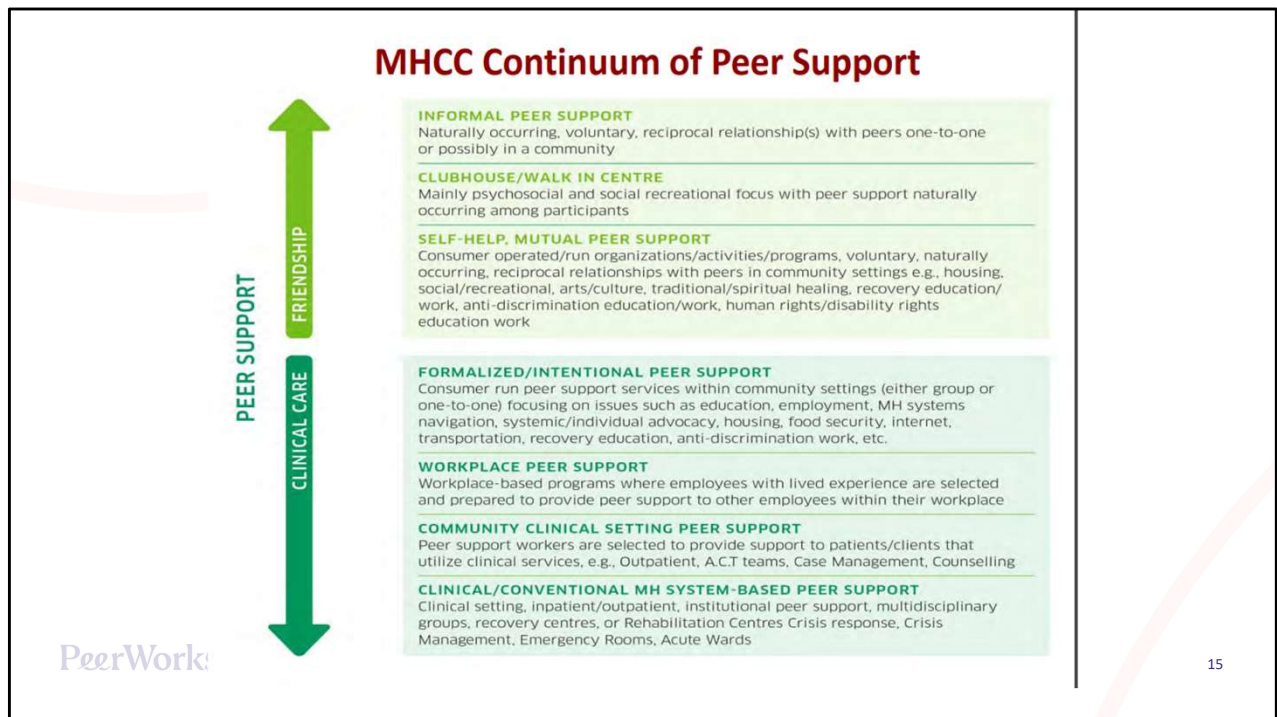


TRAINER

"Here is PeerWorks' definition of Peer Support. It was drafted in a member consultation session at our 2010 annual conference and voted on by our membership. Could someone please read it out for all of us?"

"How does this definition compare to those we crafted as a group?"

If it hasn't come up yet, ask "What *isn't* Peer Support?"



TRAINER

"Mental Health Commission of Canada recognizes that there is a continuum of Peer Support, which means that there are more informal styles of Peer Support—such as naturally-formed relationships between members of the same community—as well as more formalized versions of Peer Support—such as Peer Support groups run out of hospitals and rehabilitation centres. This Peer Support training is geared towards the more formalized settings, but the skills and knowledge we will develop will be beneficial for all kinds of relationships."

Go through the continuum with the participants. Invite people to share what types of Peer Support they have had experience with.

Small Group Activity

Discuss the benefits of peer support, and if you are comfortable, share your experiences with peer support and how it impacted you.

How did you benefit from receiving Peer Support?

How did you benefit from offering Peer Support?

(This activity should take approximately 10 to 15 minutes.)

PeerWorks

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COORDINATOR

Read the instructions for the second breakout room activity. Give 10-15 minutes for the activity.

Benefits in Receiving Peer Support

“Acceptance, someone to talk to, someone who challenges your thought patterns, someone who shows by example that there is life after being diagnosed with a mental illness (HOPE).”

“Empowerment, hope, and a sense that others have faced the same tribulations and overcome, through a sense of common ground and understanding.”

“I have often heard from others that receiving peer support is very beneficial to them. Having someone accept you for you and believing in you and offering hope has change.”

TRAINER

Ask people to share the benefits in receiving Peer Support. If the group is talkative, you might not need to share this slide. If the group is quieter, start the conversation off with some of these benefits quoted from Peer Supporters.

Benefits in Offering Peer Support

“As no two issues are ever the same, the person providing the Peer Support is always learning and growing. You certainly get to know the Mental Health System in your area, what is and what is not available. You also have the satisfaction of seeing someone who seemed to be stuck move forward and attain success.”

“Feeling useful...of giving back, learning about themselves. It’s a paradox, while helping others we can discover more about ourselves.”

“Feels that their lived experience is of value in helping others. Their personal struggle becomes a valued qualification.”

From PeerWorks Toolkit Project Initial Membership Survey

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TRAINER

Ask people to share the benefits in offering Peer Support. If the group is talkative, you might not need to share this slide. If the group is quieter, start the conversation off with some of these benefits quoted from Peer Supporters.

“You’ve reached the end of our first synchronous session, only 16 more to go. Now that you have experienced one module, what questions do you have moving forward?”

“Throughout the modules, there will be group activities, discussions, quizzes, and written responses. Some of these written responses will be during our sessions, while others will be done on your own time. We will always let you know which homework pieces will need to be submitted. This variety of work represents the evaluation of the training program.

The trainers will be taking notes on your progress throughout the synchronous sessions and offering feedback where required. There will be an opportunity during each synchronous session to reflect on the

homework, share ideas and ask questions.”

Module 1 – Introduction to Peer Support

Resources

- Native Land interactive map: <https://native-land.ca/>
- The Canadian Museum of History for information about the indigenous peoples of Canada: https://www.historymuseum.ca/cmc/exhibitions/aborig/fp/fpz2d_1e.html
- Toronto Metropolitan University's land acknowledgement: <https://www.torontomu.ca/indigenous-education-council/land-acknowledgment/>
- Sign up for PeerWorks' NewsToGo newsletter: <https://opdi.us8.list-manage.com/subscribe?u=8f832ee75cf3305556ea0f0ce&id=cb2e85f8fc>

COORDINATOR

Read the resources.

Homework (Part 1 of 2)

For Next Time:

At the beginning of this session, we discussed our Expectations. We will have a refresher of these Expectations at the beginning of every synchronous session.

In preparation for our next session, re-read the Expectations and consider if you think anything is missing.

We want this to be a nonjudgmental and comfortable space for ALL OF US, meaning our Expectations should reflect those of everyone in this Zoom community.

PeerWorks



COORDINATOR

Read through the homework for next time.

Homework (Part 2 of 2)

For Next Time:

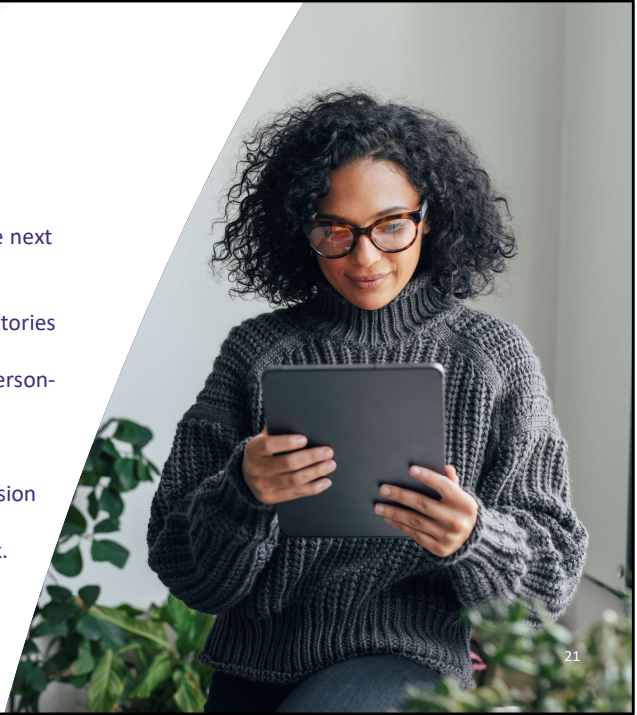
Please submit your revised “Peer Support” definition by the next session.

The homework for the next session includes two recovery stories written by PeerWorks collaborators Christian and Tanya. The third reading is an excerpt from Mark Ragins’ paper “Person-Centered vs. Illness-Centered.”

Please take note of any questions you have regarding the reading. There will be time at the beginning of the next session to discuss the main points of the reading and address any questions, clarifications, or ideas inspired by the homework.

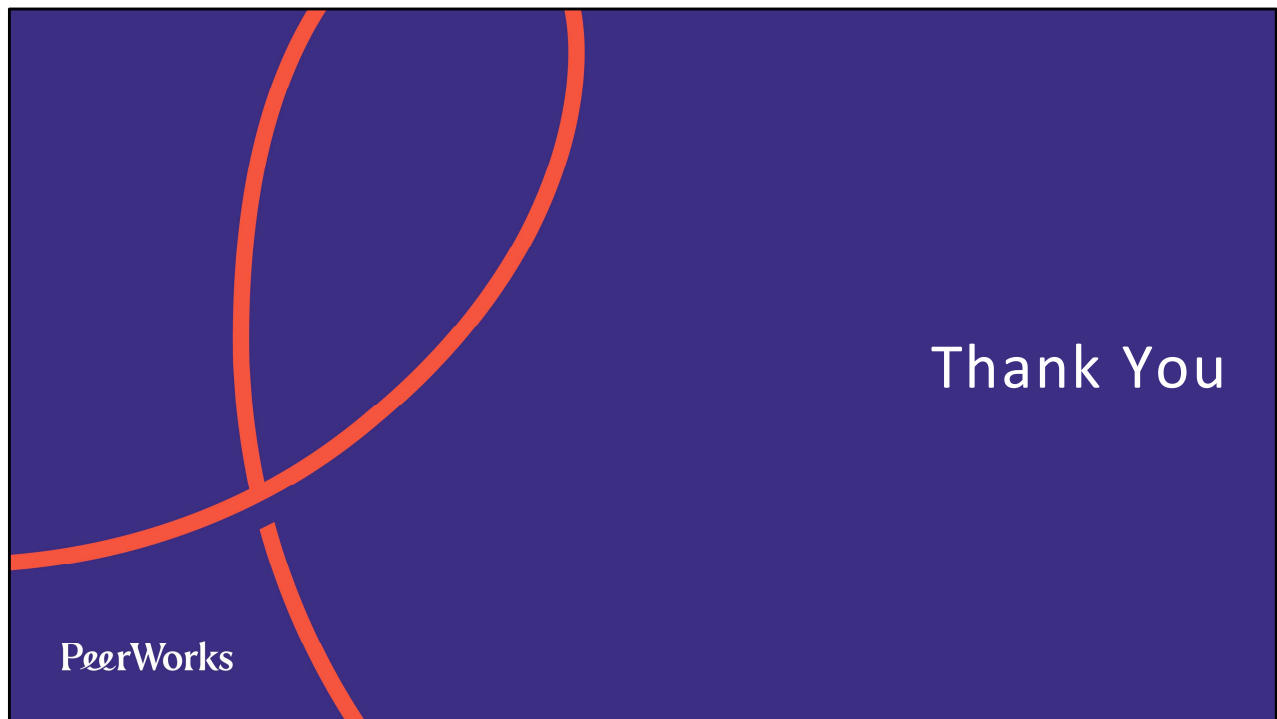
The homework should take between 25 – 40 minutes.

PeerWorks



COORDINATOR

Read through the homework for next time.



TRAINER

"Thank you all for attending this first session and sharing with us. We look forward to getting to know you over the next few weeks and seeing you progress as Peer Supporters."