

Strengthening FAMILIES in Person & Family Centred Care (PFCC)



Peer Support Canada

Presented by:

Kim Dixon MSc, CPSM (F)

Certified Peer Supporter (Family)

Certified Peer Support Mentor (Family)

Heather Megchelsen BA, CPS (F)

Certified Peer Supporter (Family)

Gail Rutledge BA, CPS (F)

Certified Peer Supporter (Family)

BC Schizophrenia Society

www.bcssp.org

Presenter Disclosures

- * Presenters work for the BC Schizophrenia Society and Prince George Branch providing MHSU family services.
- * The BC Schizophrenia Society and Prince George Branch are contracted by Northern Health to provide MHSU services.
- * Presenters volunteer for the Canadian Mental Health Association National and Peer Support Canada.

National Standards for Peer Support: Created by Peer Supporters for Peer Supporters

Process unfolded over 2 years

Driven by Peer Leadership Group

600 peer supporters were involved in the process

Surveys, cross-county consultations, interviews

Framework was shared back and validated by peer support community and by organizations and policy makers

Achieving National Standards for Family Peer Supporters in Northern BC

May, 2014 First Peer Support Canada Conference present on family peer support in mental health using trauma informed practice.

April, 2016 Kim Dixon (Prince George) becomes first Peer Support Canada Certified Family Peer Supporter followed by Heather Megchelsen (Burns Lake) and Gail Rutledge (Quesnel) respectively.

January, 2018 Kim Dixon becomes first PSC Certified Family Peer Support Mentor.

May, 2018 Third PSC Conference present on reflective practice using peer competencies to continuously improve practice of family support.

Core Competencies

- Interpersonal Relations
- Demeanour
- Communication
- Critical Thinking
- Hope
- Self-Management & Resiliency
- Flexibility & Adaptability
- Self-Awareness & Confidence
- Initiative, Teamwork, Learning & Development

Core Peer Support Competencies

Interpersonal Relations

Interacts in a manner that honours the dignity of others and strives to build positive respectful relationships. Strives to make others feel comfortable and conveys genuine interest in their peer. Even in a difficult or tense situation strives to maintain a level of respect and consideration for the other.

Interpersonal Relations



Core Peer Support Competencies

Demeanour

Is sensitive to what another might be feeling, demonstrates a capacity for non-judgmental empathy, and responds from an equal, genuine, and sharing point of view. Selectively self-discloses own experience in a manner that ensures the relationship remains peer focused.

Demeanour



Core Peer Support Competencies

Communication

Listens with empathy and without judgement, holding their peers in unconditional high regard. Uses communication styles and skills to improve understanding and adapts the style and tone of communication to suit the listener and the situation. Communicates using recovery language and emphasizes the strengths of their peers.

Communication



Core Peer Support Competencies

Critical Thinking

Engages in active listening skills to better understand a situation and recognizes that there is more than one way to look at an issue. Considers the possible implications or outcomes of their actions and, when asked, will help peers to explore the outcome or possible consequences of various options.

Demonstrates good judgement in respecting the limits and boundaries of their role.

Critical Thinking



Core Peer Support Competencies

Hope

Operates from a sense of hope expressing confidence that others will be successful in their own personal journeys of recovery. Strives to model realistic optimism and a belief that even in difficult situations positive choices can be made.

Hope



Core Peer Support Competencies

Self-Management & Resiliency

Understands the importance of self-care and stress management and models the practices that work best for them to remain healthy while supporting others. Strives to maintain calm and diffuse stressful or challenging situations.

Self-Management & Resiliency



Core Peer Support Competencies

Flexibility & Adaptability

Is open to new ideas, deals comfortably with ambiguity, and adjusts plans or behaviours to better suit a given situation. Is willing to be open-minded and compromises when needed.

Flexibility & Adaptability



Core Peer Support Competencies

Self-Awareness & Confidence

Interacts in a manner that demonstrates a balance of self-confidence with openness to the thoughts and opinions of others. Self-reflects and understands that personal thoughts and attitudes can influence their behaviour and actions.

Self-Awareness & Confidence



Core Peer Support Competencies

Initiative & Commitment

Is dependable and carries tasks through to completion. Demonstrates good judgement knowing when insight or assistance should be requested from another and are trustworthy when working independently.

Core Peer Support Competencies

Teamwork

Shares knowledge, ideas and resources with team members in a cooperative and collaborative manner. Strives to fulfill their role and responsibility within the team while respecting the roles and responsibilities of the other team members.

Core Peer Support Competencies

Continuous Learning & Development

Strives to approach life and work in a curious manner, identifies areas where personal growth may be helpful, and takes advantage of opportunities to learn and develop. Recognizes the value of on-going personal growth and skill development and maintains a connection with a peer support community as a resource to stay ‘grounded’ in the work of authentic peer support.

Peer Support is Powerful

