

# Peer Support Basics

## PEER SUPPORT



A form of support where individuals share a common experience, such as being a caregiver. Peer support involves understanding, belonging, and emotional and practical support to one another.

## WHAT TO DO ?



- Provide full attention. Listen!
- Encourage
- Clarify
- Restate
- Reflect
- Summarize
- Validate

## Peer Support Competencies

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



## SELF-AWARENESS

### Important areas of self-awareness

- Identifying biases in your own culture
- Being sensitive to stereotypes of different cultures
- Being aware of your own personal and professional boundaries and how these impact families from another context
- Being able to consider different values and practices
- Realistically estimate your own limitations and degree of knowledge and seek help, debriefing or additional knowledge, as needed.

## Important skills to have



- Using appropriate working styles to establish trust and rapport
- Reading verbal and non-verbal cues to ensure accurate assessment of needs
- Observing, understanding, and accurately reporting cultural behaviour or approaches.
- Interacting and advising families on a course of action (i.e. treatment) that respects cultural expectations and practical limitations.
- Using translators and cultural informants effectively.

## IMPORTANT TO REMEMBER

- Remain non-judgmental
- Offer emotional support
- Know what's appropriate (and what's not)

