

PEER SUPPORT DURING A PANDEMIC



Peer Support is a model of providing emotional support to those exposed to occupational stress. It is used to mitigate physical and emotional responses due to an individual's experience while encouraging resilience.

We applaud our essential workers. YOU ALL MATTER.

SAFETY FIRST!

- Maintain COVID-19 protective measures as recommended by the World Health Organization.
- Identify, Adapt & Accept that you will not utilize traditional Peer Support methods.
- Set up a private Facebook Group for your Team, to share information & set times for virtual meetings.
- Create a safe environment for all colleagues.
- Respect one another's perspective(s).
- One-to-One or Group: Virtual is the 'New Normal'.

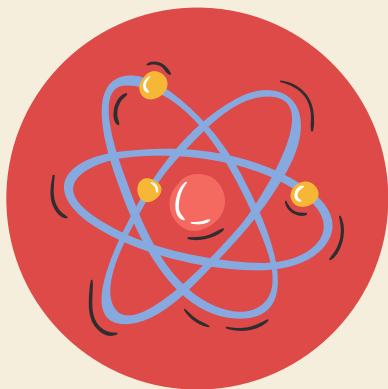


HELLO! MY NAME IS....

- Keep it Simple! Start with a "Hello" & "How Are You?"
- Remember! Speaking / participating are voluntary.
- Set confidentiality & ground rule boundaries.
- Either one-on-one or in a group, give your colleague(s) an opportunity to share what they know of an event, where they were and what they were doing.
- There is power in knowing you all shared a similar experience.

ACKNOWLEDGE INCIDENT & THOUGHTS.

- Sometimes, people just want to listen.
- Let everyone get a chance to speak (if they want) about what happened during an incident.
- What is different with this incident because of the pandemic.
- How is everyone feeling right now (from incident)?
- How has the pandemic changed things for you now?
- How is the pandemic making everyone feel right now?



RESPECT THE REACTIONS

- Everyone reacts differently; accept that they may react differently than you.
- "Is there something that is staying on your mind?"
- "How are you handling these changes?"
- "Are you eating / sleeping? How are you coping?"
- "What is different with your thoughts and reactions since the pandemic started?"
- Take the time to *really* listen.
- Respect your colleague(s) answers.

REINFORCE, RESOURCES & RESTORE

- Re-assure your colleague(s) that their thoughts and reactions are normal in abnormal circumstances.
- Encourage that self care is important.
- Teach healthy self care / coping options. Share ideas!
- Provide resources for short & long term support.
- Reassure your colleague(s) that they are not alone.
- Rebalance before leaving. Are they ok to go back to work or home?



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KEEPTHEMSTRONG.CA**