

# PeerConnect Guide for Peer Support Team



**FIRST RESP\*NSE**  
MENTAL HEALTH

Commit to connect.

# Logging into your App

<b>Desktop Access</b> *Not Compatible with Internet Explorer	<a href="https://cdems.myfirstresponse.ca/">https://cdems.myfirstresponse.ca/</a>
<b>Android Google Play Store</b>	✓
<b>Apple iOS Store</b>	✓

## First Steps:

1. Download the app from either the Apple iOS store or Google Play Store on your phone
2. Ensure you enable notifications when prompted by the phone or app
3. Check your work email for a message titled “Confirm Registration” and click the link contained within
4. Create and re-enter your desired password (must be at least 8 letters)
5. Accept the Terms of Service

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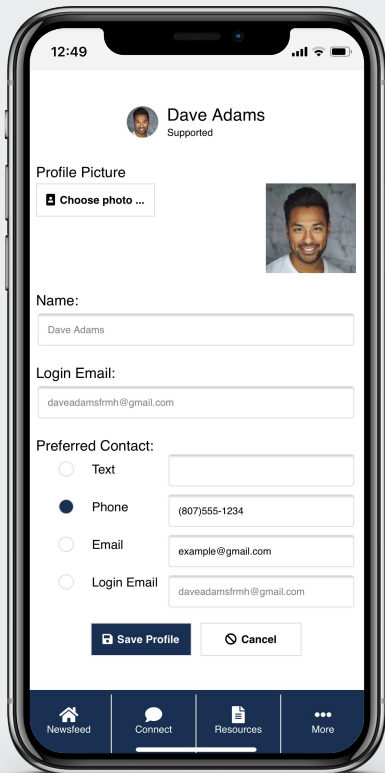
## Background of Peer Support

1. Several studies have shown that it is possible to cope with the effects of work related or personal traumatic experiences through dialogue with colleagues and others.
2. When we harness the power of peer relationships in a proactive way we are able to better prepare an organization with mental health resilience.
3. The Peer Support role is vital to the well-being of colleagues and an organization overall.
4. CI's, stress, and trauma impacts workplace mental health, sick days, reduces productivity, and increases costs. This is otherwise avoidable by ensuring a mentally healthy workplace.

*Thank you for being a Peer Support!*

## Why **YOUR ORG** has decided to use a Peer Support Management System

1. PeerConnect is a tool that will help you and your colleagues organize and access your peer support program in a safe and effective way.
2. The App is a management system that ensures everyone in your workplace has access to the peer support team, resources, and self-assessment tools for the purpose of increasing access to mental health supports.
3. Your organization has decided to utilize the proactive feature, meaning that each employee will be connected with at least a couple times per year by the Peer Support Team to ensure no one falls through the cracks.
4. The PeerConnect system was originally co-developed with an EMS agency, so concerns regarding privacy, security of information, access and permissions have been identified and resolved with real frontline users' feedback and testing
5. This system eases the process and access to support for you and your colleagues.



## Set up your Profile and your Preferred Contact Method

- It is important to set up how you would like to be contacted by your Peer Support Team.
- This is how the peer team can best connect with you after a bad call, or when you request support.
- In the App select > **More** > **My Profile**:
  - Set up your Preferred method of Contact
  - Select Text, Phone (or both)
  - Most users prefer to list their cell phone

## Safety

1. The Admin from your organization oversees the settings, reports, and controls in the app.
  - This admin has access to aggregate reports to oversee the success of the program.
  - Admin is notified if someone requests support and no PS has connected over time.
2. Your organization chooses who the Peer Support Admin will be, it is often one of the following:
  - A Health and Wellness Coordinator
  - A peer support lead
  - An external psychologist or social worker

## Privacy

1. PeerConnect protects anonymity:
  - No conversations take place within the app
2. What personal information is stored?
  - A list of all employee names attached to their preferred method of contact.
3. Who has access to this information?

Everyone in your organization will have access to the Newsfeed, Resources, and the ability to request Peer Support

	<b>Super Admin</b>	<b>Admin</b>	<b>Peer Support</b>	<b>Supervisor</b>	<b>General User</b>
Access to full employee list	✓		✓	✓	
The ability to recommend someone for Peer Support	✓		✓	✓	
Access to preferred contact method	✓		✓		
De-Identified reports on number of interactions taking place	✓				
The ability to add and remove users, and change users roles	✓				
The ability to change newsfeed or resource content	✓	✓			
The ability to provide Peer Support and see requests for support	✓		✓		

# Understanding your new PeerConnect App

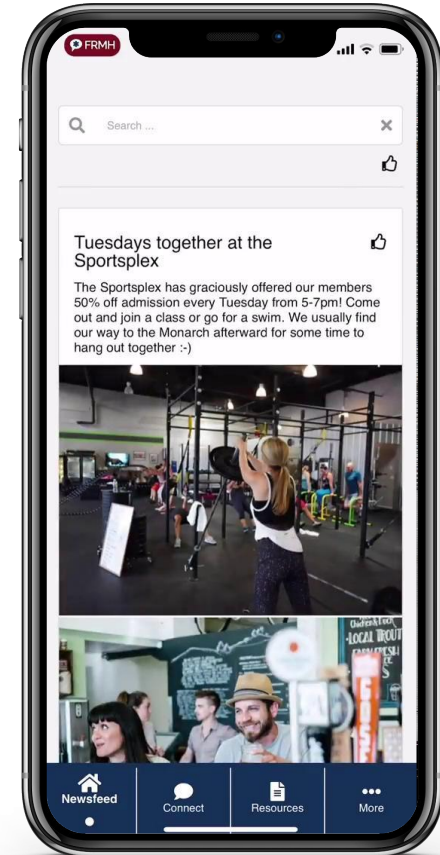
<b>1. Newsfeed</b>	News and Updates from your organization
<b>2. Connect</b>	Requesting Peer Support
<b>3. Requests</b>	Access requests for Peer Support
<b>4 Resources</b>	Your organization's resources in one place
<b>5. Notifications</b>	Alerts coming from your organization
<b>6. Self-Assessment</b>	Private, Anonymous Self Assessment Tool
<b>7. Surveys</b>	Surveys from your Health and Wellness Coordinator
<b>8. FAQ</b>	Where you can ask questions to your organization



# 1. Newsfeed

Communication tool for your organization:

1. Receive up to date correspondence from your organization.
2. Newsfeed should be checked frequently as your organization will post events, information, and share helpful information specific to your Peer Support role.
3. Search content by tags or title.
4. Like posts to save to your personal collection.
5. Newsfeed posts might include wellness tools, tips, and videos, or general correspondence.



Click phone to view video

## 2. **Connect:** Requesting Peer Support

The connect feature ensures your colleagues can request Peer Support Team at any time; **any issue, big or small.**

Multiple ways to Connect with the Peer Support Team:

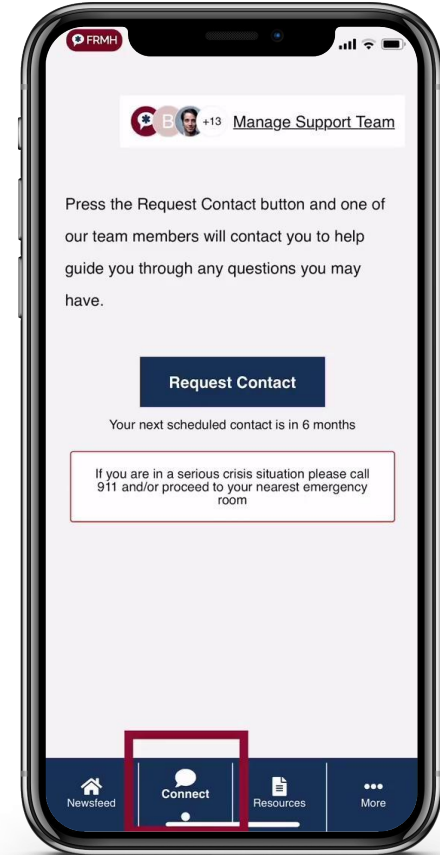
1. **Request:** You will be able to request contact with peer support at any time, at work or home.
2. **Recommend:** A supervisor can recommend that peer support contacts you after a critical incident.
3. **Proactive:** Your organization has scheduled proactive connections which ensure that even if you do not (1) request support, or are not (2) recommended for debriefing after a call, you will still be met with (likely a couple times per year) to be checked-in on and see how your organization can better support you.

## 2. Connect

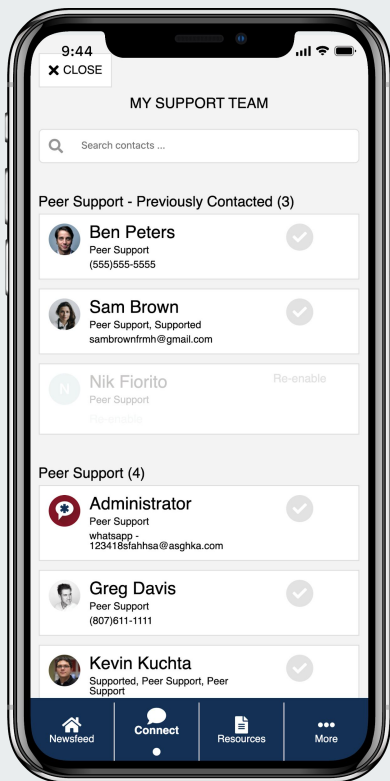
### Requesting Peer Support

This is how general users request support with the Peer Support Team. It is also how you can request to speak to a peer when you request support.

1. Request 24/7 support from your peer support team.
2. View and manage who receives your requests for support.



*[click phone to play video]*



## Customizing your Peer Team

If a situation ever arises where a person has a conflict with a member of the Peer Support Team, they will be able to edit and customize their personal support list.

- Encourage that individuals only customize their team if there is a conflict of interest, especially in small organizations.
- This is to try and keep the distribution of requests even across the peer support team.
- As a Peer Support you will not know if someone has de-selected you from their Peer Team.



## 3. Peer Requests

Allows you to commit to requests for Peer Support

1. When someone requests or is recommended for peer support the Peer Team will receive a notification with no name attached.
2. As a Peer Support you have access to the request list and can commit to the request.
3. You can also use this list to recommend a colleague. As a trained Peer Support you may know signs of when someone needs support.
4. If you have an impromptu peer support conversation and need to fill out a contact form, use this list to find the person you spoke with.
5. Active requests will show the urgency of the request

Embed Video

# Fulfilling the request for Peer Support

Embed Video

You have committed to a request for peer support from one of your colleagues, and now it is time to touch base with them.

1. See how the person prefers to be contacted
2. Get in touch with them outside of the App, via their preferred method of contact
3. Utilize your Mental Health Peer Support Training to support your colleague
4. Fill out the contact form which will allow you to schedule a follow up conversation if you wish.



# Contact Form

## Why is the contact form important?

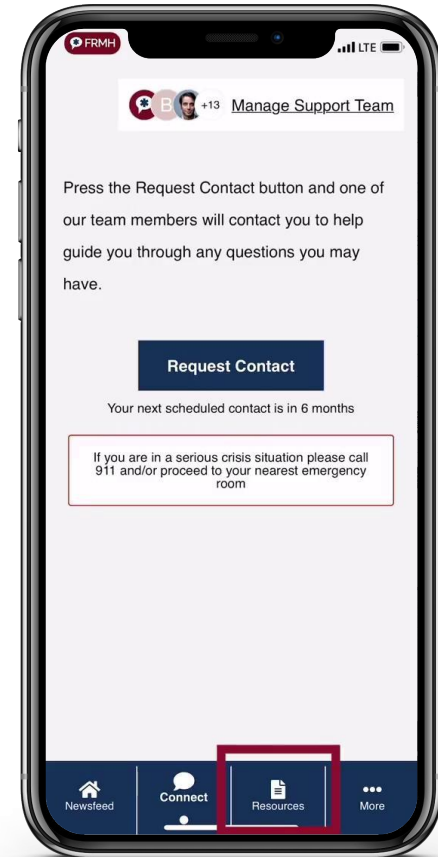
- The contact form is the final step in completing a peer support meeting with a colleague.
- This form closes the request loop for peer support.
- **Most importantly, this form allows you to schedule a follow up meeting to connect with this person again.**
- Once the form is completed and closed the person you met with will be able to request support again.
- The data from the form is stored anonymously to provide the admin with statistical feedback.

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## 4. Resources

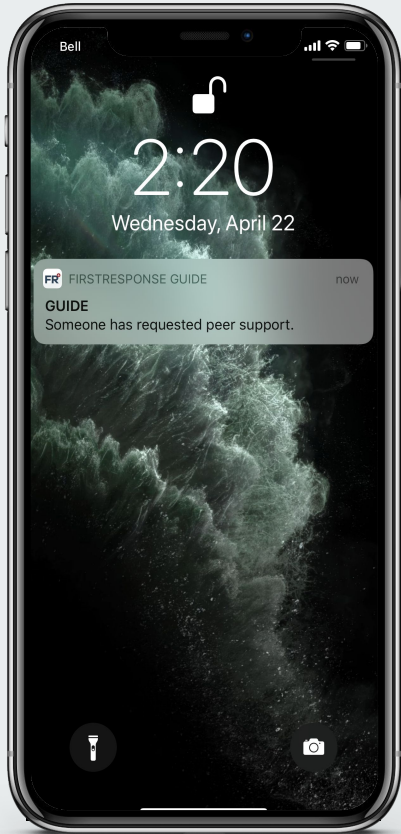
A place where your organization keeps resources or up to date “bulletin board” type information:

1. Mental Health Resources
2. Community Resources
3. EAP Information
4. Psychologists and Counsellors recommended by your agency
5. View FAQ about specific resources
6. Suggest resources to your admin that you think might be helpful.



*[click phone to play video]*



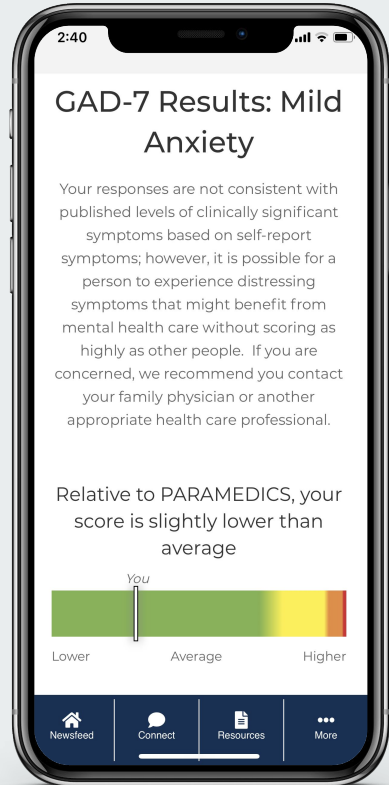


# 5. Notifications

## App Notifications

1. Be sure to allow Notifications when first installing the app
2. Notifications allow you to stay up-to-date with important news and events regarding your organization
3. When you receive a request for peer support you will be notified, however no name or identifiable information will be shown in the notification.

## Private and Anonymous Self Assessment

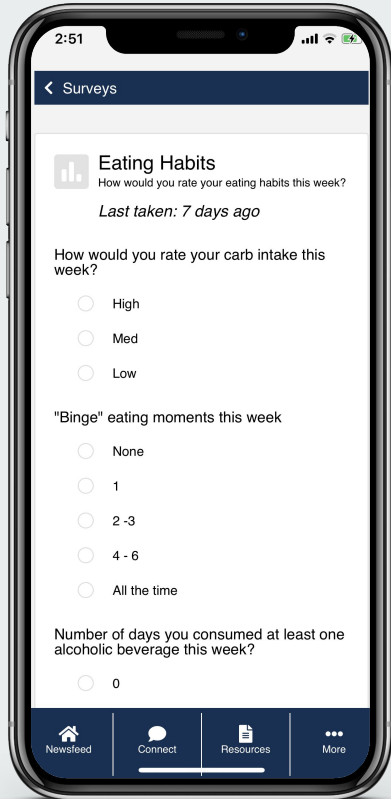


## 6. Self-Assessment Tool

Self-Assessment Tool: optional tool for personal use

This anonymous online screening tool helps identify symptoms of mood disorders, anxiety disorders, or post-traumatic stress disorder. The tool is designed to educate and provide self awareness, and not to provide a clinical diagnosis.

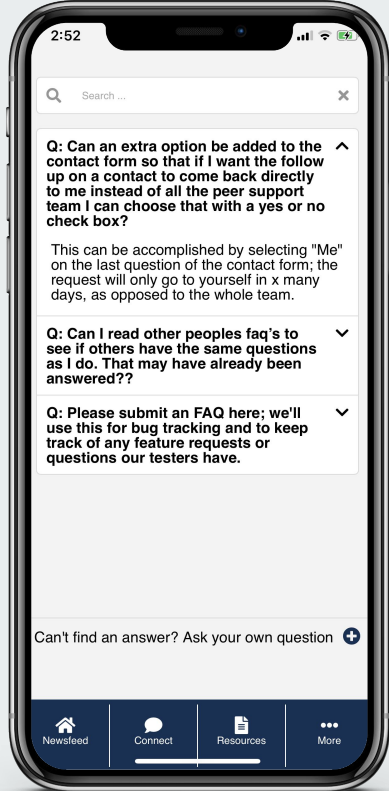
1. Your results are not kept or stored by your organization, FRMH, or CIPSRT
2. Use the survey as much as you please
3. Email the results to yourself for reference if you wish, otherwise your results automatically disappear and cannot be retrieved.



## 7. Surveys

Internal surveys administered by your Health and Wellness Coordinator

1. View and take surveys posted by your organization.
2. Data from surveys is recorded and reported back to the Admin.
3. Survey answers are anonymous and not tied to your profile; admins receive aggregated answer totals.



## 8. FAQ

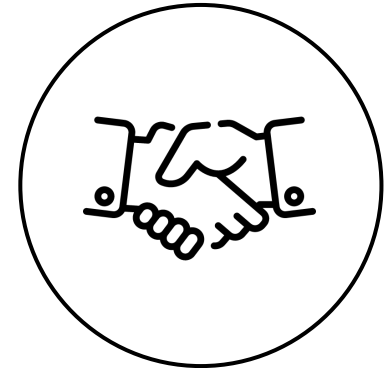
### Frequently Asked Questions

A place to ask questions, or search for questions others have asked within your organization. These questions are posed to the Admin, who then collects the answer from the appropriate source.

1. Your admin can answer questions you ask within this FAQ feature.
2. View past questions and answers.
3. Ask your own question; the Admin may choose to answer you privately, or may remove any identifying information and post it for others to read.

# Additional Notes

1. Your family members or spouse can access resources by using the “Continue as Guest” feature on the log-in screen
2. You may want a member of the Peer Support team to check in on a coworker you are concerned about.
  - In such a circumstance, simply press your “Request Contact” button on the Connect tab and when a PS contacts you, ask if they can recommend your coworker.
  - This honours the coworker’s personal Support Team preferences and ensures they are connected to someone they have pre-approved.



# FAQs

1. If an Admin suddenly changes roles and is no longer controlling the App, can the App Development Team access and appoint someone else as Admin?
  - a. Yes, the FRMH team does not have access to the app, but has an emergency access code for this purpose.
  
2. Is there any way to incorporate complete anonymity? Can someone request support anonymously and receive that help?
  - a. This decision is up to the organization with guidance from Peer Support Mental Health Training.
  - b. Some organizations choose to have an “anonymous hotline” in the resources section, which can be an internal line, or external such as Boots on the Ground.
  
3. What happens if someone does not sign up to the app?
  - a. If a person has not logged into the app the only contact method available is work email.
  - b. The hope is that proactive meetings will help to reduce the stigma of supporting each others mental wellbeing, and that all members will be interested in participating.
  
4. What happens if someone adamantly does not want to participate?
  - a. Have the individual contact the Admin within your organization who has full control of this program.

# Questions?

If you have any questions, comments or concerns, you may contact your organization's app administrator, or email:

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