



SHEPHERDS OF GOOD HOPE

**Building a Peer Support Program to Suit Your
Organization (and all the things you should consider
along the way).**

WELCOME AND THANK YOU FOR JOINING US TODAY.

You will be hearing from the following people

- Leigh Stratton – Coordinator of Women & Gender Diverse Services
- Phil Nowotny – Manager of Research and Data
- Adar Shire – Peer Support Worker with Shepherds of Good Hope and Ottawa Inner City Health

For anyone interested, contact info will be provided at the end of the presentation and will also be included in the hand-out.



Audience Snapshot

A few quick questions about you!

One More Thought Before We Begin

- If you have something specific you'd like to be addressed during today's presentation, please feel welcomed to raise a hand and let us know. We'll also save a little bit of time towards the end to address any questions, etc.
- I'd like to invite all of you to be as engaged as possible. Please feel free to interrupt, ask questions at any point, etc.
- Although I've really immersed myself into the world of peer work, I would not refer to myself as an authority on the subject. I'm just somebody who is in the thick of it, soon to be starting year three



SHEPHERDS OF GOOD HOPE
LES BERGERS DE L'ESPOIR

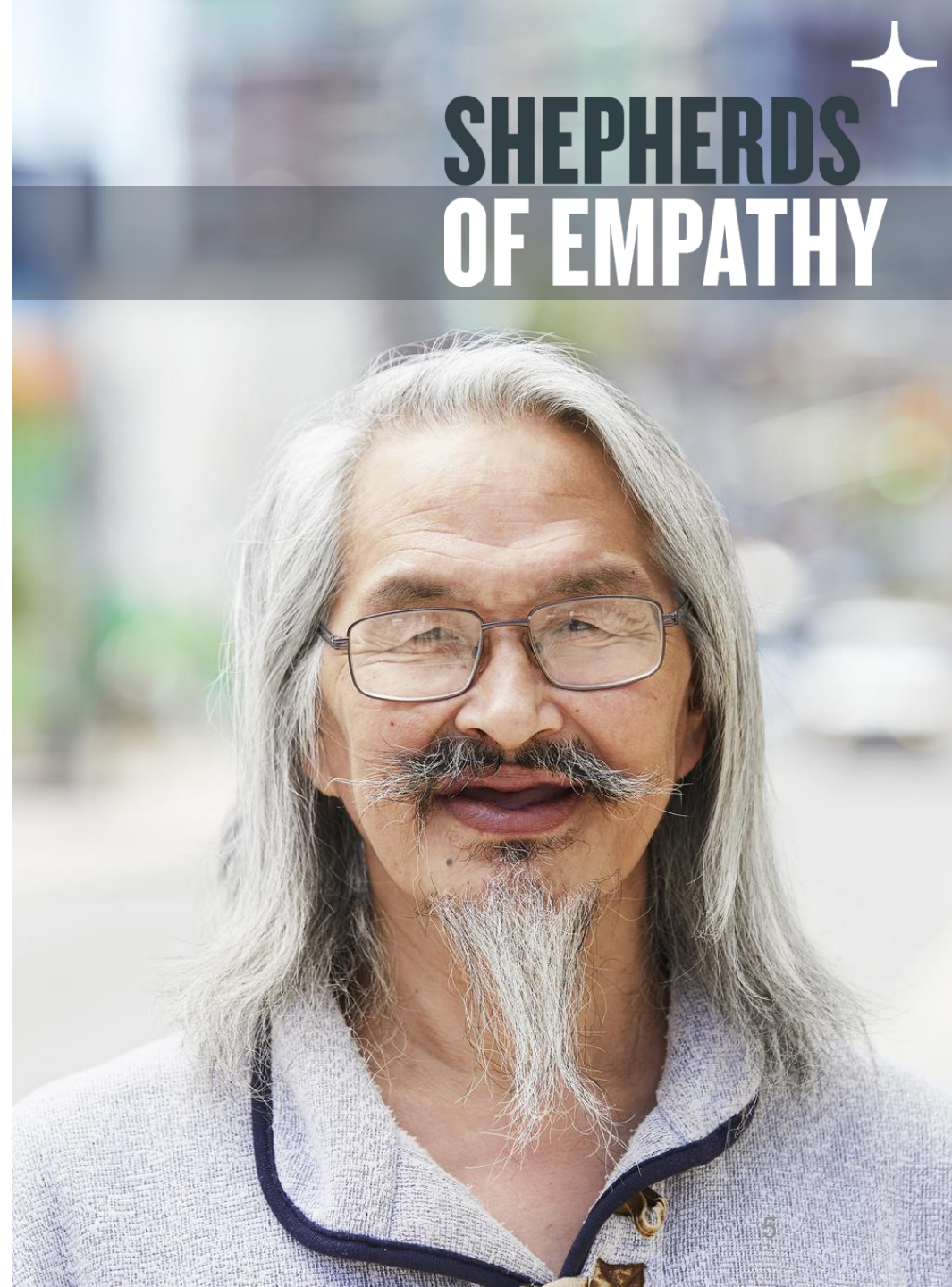
OUR MISSION

Homes for All. Community for All. Hope for All.

OUR VISION

Shepherds of Good Hope fosters hope and reduces harm in Ottawa by supporting our homeless and most vulnerable citizens. We provide specialized services, programs and partnerships that address challenges with mental health, addictions, and trauma.

SHEPHERDS
OF EMPATHY





2,250+ people stay in our shelter each year



40 days is the average length of stay in our shelter



200+ individuals moved from shelters into permanent housing each year



1,600+ people diverted from police, hospital, and paramedic services each year



225+ people live in Shepherds of Good Hope supportive housing



250,000+ people served in our soup kitchen each year



200+ people work and 400+ people volunteer at Shepherds of Good Hope



60,000+ hours of volunteer time donated every year



\$1.3 million is the approximate value of donated volunteer time



THERE'S HOPE HERE

THE TRAILER (SUPERVISED INJECTION SERVICE)

- Response to the opioid crisis. Opened in Nov. 2017
- Shepherds of Good Hope consulted with community partners and injection drug users about what service was needed.
- Harm reduction services offered including safer drug use through monitoring and tailored, supportive health services
- Vastly underestimated how needed this service was. We see hundreds more people each day than initially anticipated
- Open 24/7 – 365 days of the year



SHEPHERDS
OF INNOVATION

Why is this project so important to me?

- I've been with Shepherds for approx. 7 years now, working multiple positions. Started as front line, moved into multiple case management positions before taking on this project.
- As a front line staff and a case manager, you get to see first hand the challenges that women face and the barriers that keep them from moving on.
- Although we do amazing work at Shepherds, there are always residents 'slipping under the radar' and it was clear to me that we needed to try to engage these women in a different way. When the opportunity arose, I jumped at the chance to spearhead the project!

Important Considerations

SHEPHERDS
OF ONE DAY
AT A TIME



Defining Peer Work

- “Peer support is ‘a system of giving and receiving help founded on key principles of respect, shared responsibility and mutual agreement on what is helpful.’” MEAD, HILTON, & CURTIS, 2001, P. 135
- -“Peer support is based on the belief that people who have faced, endured and overcome adversity can offer useful support, encouragement, hope and perhaps mentorship to others facing similar situations.” DAVIDSON, CHINMAN, SELLS, & ROWE, 2006, P. 443
- “Peer support is about providing all the tools besides medication—the tools for the other 80% of your life.” - unknown
- “Peer support is social emotional support, frequently coupled with instrumental support, that is mutually offered or provided by persons having a mental health condition to others sharing a similar mental health condition to bring about a desired social or personal change.” GARTNER & RIESSMAN, 1982 IN SOLOMON, 2004, P. 393
- “Peer support is about normalizing what has been named abnormal because of other people’s discomfort.” DASS & GORMAN, IN MEAD ET AL., 2001, P.137

SHEPHERDS
OF ONE DAY
AT A TIME



The Good Stuff: Steps to Build a Program of Your Own

No need to write any of this down – I've created a handout that contains all of this content.

Peer Accreditation and Certification

- Multiple organizations offering various types of peer certification
- May be beneficial to your staff – a great learning experience and addition to resume
- Can be costly (\$1,000+), a heavy time commitment, and may involve placements that are unpaid.
- Many of the certification options place strong emphasis on recovery from substance use & mental health conditions as top priority.
- We offered certification as an option available but not a requirement to the position.

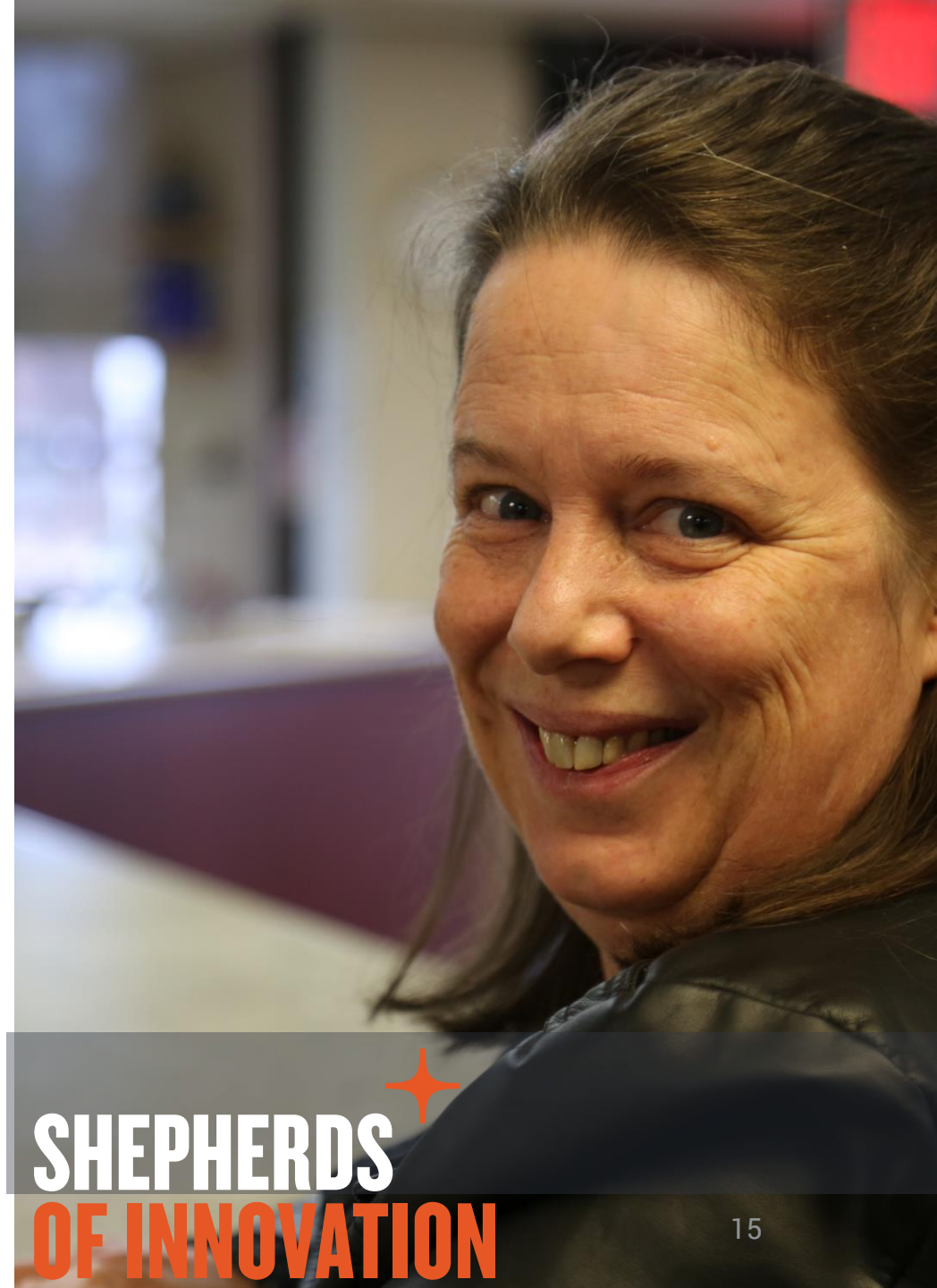


**SHEPHERDS
OF SECOND
CHANCES**

Further Considerations



CHALLENGES AND LESSONS LEARNED

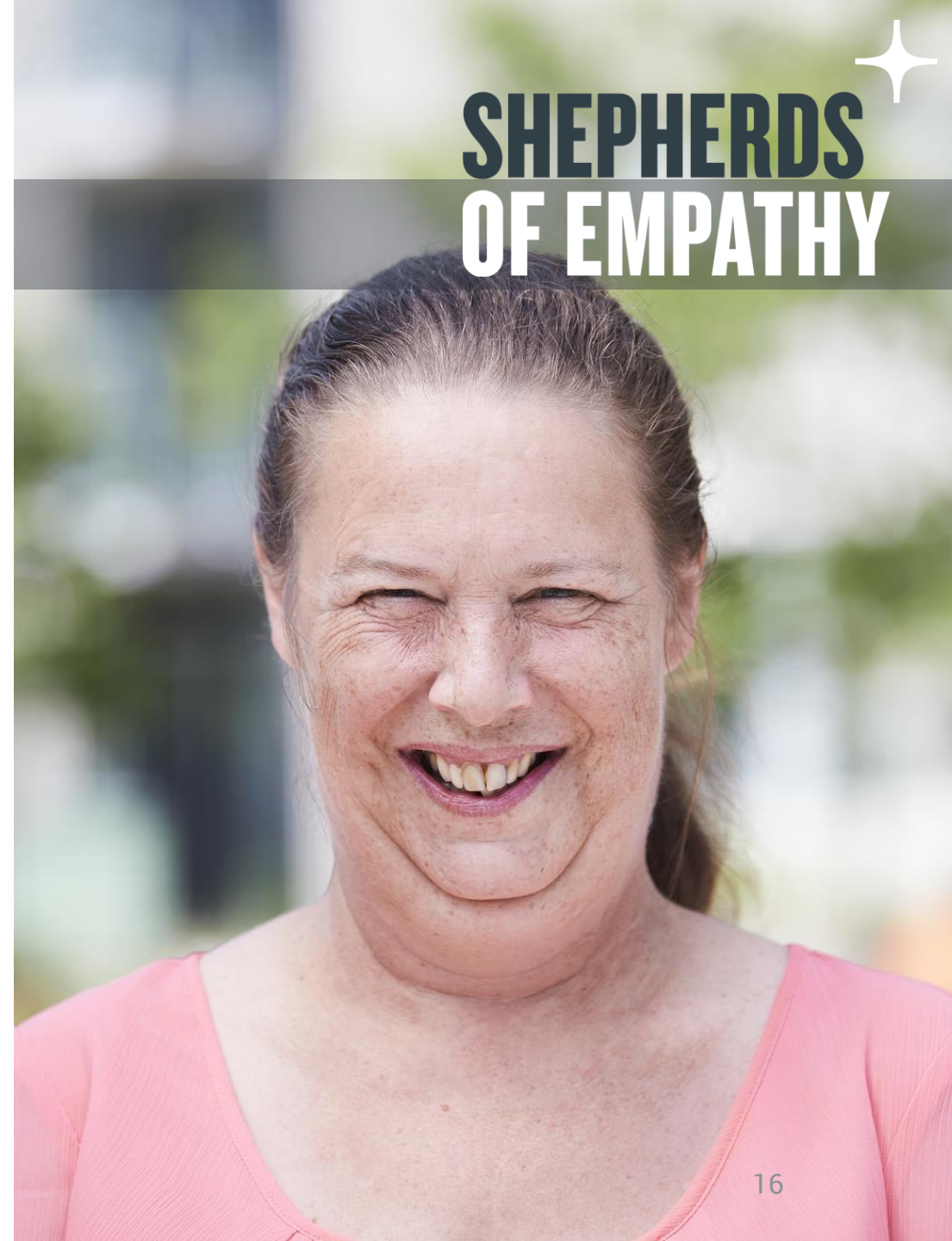


SHEPHERDS ✨
OF INNOVATION

BENEFITS!

**...just a few because
otherwise I'll run out of
time**

**SHEPHERDS
OF EMPATHY**





**WRAP UP AND
FINAL THOUGHTS**



CONTACT INFO:

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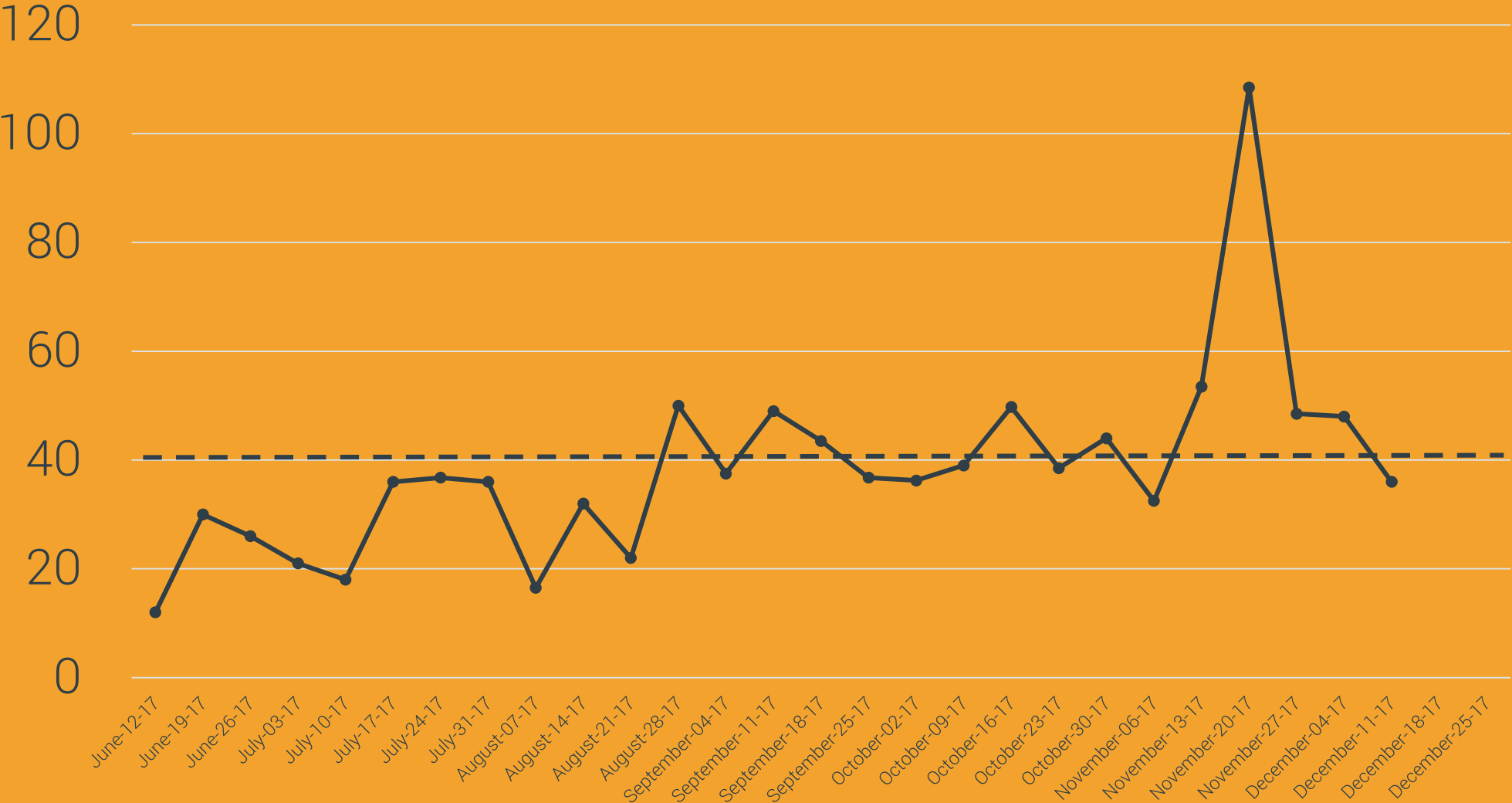
Peers and evaluation



Phil Nowotny

Data & Research Manager

Peer hours worked/week



Peer work at SGH in

- Nr. of peers: 7 (total); 4 currently
- Interactions: 1237 (to date); 42 types; 2.5 avg attendance
- Indiv. Clients reached: 212(to date)
- Hours served: 2,986 to date
- Weekly average: 44h
- Costs: budgeted \$30k p.a.

Evaluation:

- 2 peers; 3% of total; anglo- & francophone
- Surveys administered: 154 (td)

Peer work from an eval. point of view

Benefits	Challenges
Success rate with surveys	Tension: salaried staff vs peer
➤ Continuous and low-key access to clients	Staff turn-over -> drop in surveys
➤ Trust	Limited interest in eval. support by staffing pool
Potentially lower costs	Quantifying impact on individual level
Survey capacity in addition to RAs	Ethics: anonymous survey vs. reoccurring clt-peer interaction
Ethics conform (for research ethics board)	Quality control

SHEPHERDS

OF GOOD

HOPE

Adar Shire – Peer Support Worker with Shepherds of Good Hope and Ottawa Inner City Health

A large, stylized orange cross graphic is centered on the page. The cross has a thick, rounded design with a central square and four arms that taper slightly towards the ends. It is positioned behind the text, creating a layered effect.

**DISCUSSION &
QUESTIONS?**

THANK YOU!

SHEPHERDS OF GOOD HOPE
LES BERGERS DE L'ESPOIR

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