



PARKDALE ACTIVITY-RECREATION CENTRE

Peer Shelter Support Workers: An Implementable Model that was successful

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**A community
where people
rebuild their lives**



Peer Shelter Support Project Goals

- Effective peer to peer support services for current clients who are in the pilot sites updating the New Shelter Standards Model
- Provide meaningful work opportunities for people with lived experience
- Contribute to better outcomes for SSHA clients to achieve greater housing stability using housing first model



Peer Shelter Project Model Development

Three Key Components for
Success →



Partners Working Together

Three Partners Program

- Working for Change – Training program
- Parkdale Activity Recreation Centre – PSSW Employment
- Bureau Kensington – Research Evaluation



A HOME, A JOB, A FRIEND AND SOCIAL CHANGE





Pat Caponi, Facilitator



Training participants, 2019

Peer Training- 16 Week

- Training Recruitment
- Guest Speakers
- Curriculum
- Immersive Learning
- 1:1 Skill Development and Coaching
- Placement Component

Shelter Staff Training

Training Components:

- Supporting Peer Integration
- Peer Support History and Values
- Dispelling Myths About Peers



Supportive Employment



- Developing the Job Design
 - 1 year work experience
 - 4 days in Shelter and 1 days at PARC
 - Emphasis on lived experience
- Matching Lived experience + professional skills to shelter site
- Coordinator w/lived experience

Supporting the PSSW's

PSSW coordinator

- Weekly check-ins
- Provision of practice-based coaching
- Lived experience of Coordinator

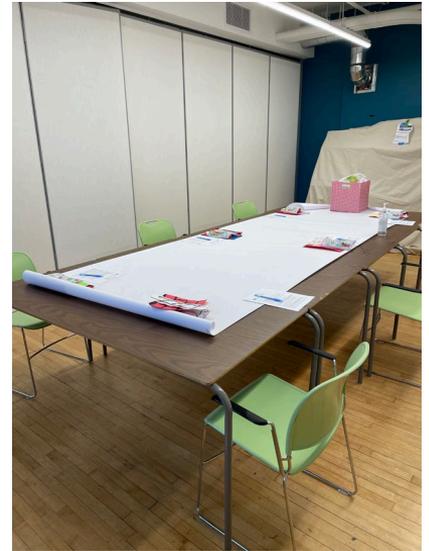
Manager of Employment & Special Programs

- Monthly Check-ins
- HR based coaching
- Ensuring PARC's expectations are being met



Commitment to Ongoing Training

- Investment in professional development for peers
- Staying up to date with best practices
- Shelter Standards Training



PSSW Experience



“I’ve been very happy with the job I’ve been doing and watching so many of the residents get housing and benefit from so many small things I never thought would be received so positively,”

PSSW commenting on the success they experienced in role (Bureau Kensington, 2022)



Supporting Shelter Users

- Contributing to Greater Housing Stability
- Providing Sense of Hope & Recovery
- Receiving feedback from shelter users (Evaluation Findings)



Evaluation Research Findings

Training Program

- Ensure topics are in line with Job Description and employer expectations
- Shelter Staff Training - should be offered more than once

Hiring Process and Project Design

- Definition of Peer is unclear in different environments.
- PSSW Integration enhancement.
- Importance of Role Clarity
- Increasing PSSW Presence



Q & A

