

**Youth Peer Support:
Listening to What Youth Have Said**



Summary Notes

15th June 2015 4pm – 7pm

**695 Industrial Ave: Ontario Centre for Excellence for
Child and Youth Mental Health**

Version 1

SESSION OVERVIEW

What did we aim to achieve?

- Learn about what we have heard from Youth around Youth Peer Support
- Understand what the benefits and outcomes of Youth Peer Support could be
- Assess the community's capacity (agencies/organizations/programs) to engage in formal Youth Peer Support
- Explore next steps and the potential for collaboration

FORMAT – WORLD CAFÉ

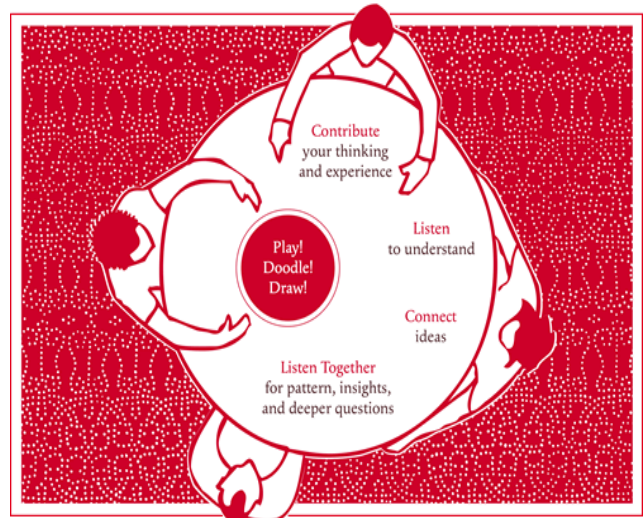
The evening session was designed using a World Café structure.

What is a World Café? It is process for:

- facilitating collaborative dialogue
- sharing knowledge and ideas
- moving conversations into action

When to use World Café?

- When you want to generate input, share knowledge, stimulate innovative thinking and explore action possibilities
- To create meaningful interaction between people.



PARTICIPATING ORGANIZATIONS

<ul style="list-style-type: none">• Champlain Pathways to Better Care	<ul style="list-style-type: none">• The Ottawa Hospital
<ul style="list-style-type: none">• Recovery Connections	<ul style="list-style-type: none">• Children's Hospital of Eastern Ontario
<ul style="list-style-type: none">• Canadian Mental Health Association - Champlain East	<ul style="list-style-type: none">• Phoenix Centre
<ul style="list-style-type: none">• Youth Services Bureau of Ottawa• Champlain LHIN• Ontario Centre for Excellence in Youth and Child Mental Health• Youth Net	<ul style="list-style-type: none">• CHEO Research Institute• Psychiatric Survivors of Ottawa• Royal Ottawa Health Care Group
<ul style="list-style-type: none">• Montfort ACCT	<ul style="list-style-type: none">• Addictions Treatment Service, Renfrew County
<ul style="list-style-type: none">• Ontario Centre for Excellence in Youth and Child Mental Health	<ul style="list-style-type: none">• Rideauwood

WHAT HAPPENED

There were two main conversations during the session:

1. Listening to and responding to what youth have said around the idea of Youth Peer Support.
2. Possibilities for Youth Peer Support within organizations and the region

SUMMARY NOTES

FIRST Conversation Theme – *Listening to What Youth Have Said*

What was inspiring? What did you learn?

- Recommendation to use technology to match youth comfort level with technologies. i.e social media
- Youth want someone to listen, not to solve problems
- Youth want it to be as inclusive as possible through formats, availability and accessibility
- Youth are looking for a detachment from adults
- Seeing youth as role models
- Looking a peer support as broadly as we can → keeping it beyond just a narrow definition
- Wide reach from before diagnosis to post admission, being pro-active and having early conversations.
- Creating something with FLEXIBILITY



What was Surprising to people?

- Conflicting opinions about if peer support should be offered in a school setting
- Interests in having peer support partnered with adults (mentors)
- Acknowledgement that youth are still learning (how to handle situations)
- Different opinions about having adults (clinical staff) to help supervise

What questions do you have?

- What are the thoughts/ideas from youth in college/university settings?
- What questions do you have around these themes?
- Who would support the peer supporters?

Highlights from the tables:

Structure

- Call youth peer support, mentors, peer coaches, etc.
- Have a web-based component (multi-media)
- Space to feel
- Be able to move between one to one and group
- Evaluation, build it in so we know if it is being effective

Training:

- Based on humanity and flexibility



SECOND Conversation Theme – *What is Possible Around Youth Peer Support?*



Emerging Ideas:

- Youth Led
- Youth Net connecting to appropriate services
- PSO needing space, excellence in training.
- Connecting between organizations
- Developing common youth friendly policies

Common Messaging:

- **EVALUATE:** Exploring what the impact might be

Future Conversations:

- Where does peer support connect/intersect with system navigation?
- What training do peer supporters need?

a) Within your organization?

Table Four:

- Advisory group with youth rep
- No necessarily hospital based
- Drop-in centre with youth volunteers
- Youth friendly

How?

- Youth friendly policies, inclusive policies

Who?

- Youth Net, (YAK), Royal, CHEO, CMA, YSB, Community Connections



Table One:

- Must have confidence in peer supporter (hiring, training)
- Youth friendly crisis beds (partner with YSB?) using peer support
- Using crisis support to connect people (access point)

How?

- Engaging partners
- Training
- Addictions (12 and over)
- Peer support of navigation of system?
- Pamphlet in waiting rooms

Who?

- Youth net
- Mobile Crisis Team (adult)
- Montfort Renaissance (Atelier de l'Élan)
- Hawksebury

B) With organizations working together?

Table Two:

- Group of youth (proper representation) leading the project
- This group goes around and explores existing programs and figures out what will work/doesn't work.
- This information will add on to the existing information we have.
- An 'ideal' program will be created
- This idea will be taken back to youth for another round of focus groups
- Tweaking of the program will ensue (opinions, etc.)
- Finally, the program will be set and introduced.

Table Five:

- More elaborate discharge planning
- Information "pamphlets"
- People will get services much faster
- Quicker more efficient and appropriate referrals
- Central location for training of peer supporters
- # of youth
- # of organizations could be involved to support the youth peer support.
- Networking

How:

- Improve communication on what is available



- Best practices shared, community of practice
- Begin small → growing
- Advertisement, using not clinical wording
- Service mapping!
- Advocate to funders

Who:

- Everyone and all organizations interested

C) By reaching beyond out typical networks?

Questions posed by group:

Should we start with one area and age?

Should it be volunteer or paid?

Where do we start? Hospitals, schools?

What do we do when the mentor is 25 (ages out)?

How?

- Use their locations
- DIFD funding?
- Drop-in the community
- Partner youth workers
- Look at other places and see how they are doing it.

Who?

- Boys and Girls Club
- Peers Support Accreditation
- Other current peer organizations for learnings (PSO)
- Community member donations
- Military
- Centre of Excellence
- Big Brothers, Big Sisters.

