

Empower Idaho 2023 Peer Support Conference

Welcome!

For questions and assistance, email empoweridaho@jannus.org

Common Dilemmas and Potential Responses: Peer Support Scenarios from Real Life

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Empower Idaho

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The work of a Peer Support Specialist, Recovery Coach, or Peer Recovery Coach can be very diverse and the situations encountered can be a challenge to prepare for in advance. This work calls for great heart and comes with limited “instruction manuals.” It calls for judgment, quick thinking, good boundaries, and a clear understanding of both ethical principles and agency policies. The following three scenarios describe some common situations and are designed to bring about good discussion, mutual peer learning, and opportunities to hear from experienced “mentors.”

Introduction of Facilitators:

- Norma Jaeger, Director, Recovery Idaho. Co-author of the *Idaho Model* Recovery Coach Training curriculum, author of Peer Support Specialist specialized training on co-occurring disorders, crisis services and criminal justice services, and state and national advocate for the recovery-oriented system of behavioral health care
- Lisa Koller, Recovery Coach, Peer Support Specialist, trainer and facilitator of both the Idaho Recovery Coach and Peer Support Specialist training
- Jacob Hackman, Peer Support Specialist, national consultant on peer support specialist program development and trainer

AGENDA

- 1:30 Welcome and Introductions / Review the Agenda
- 1:45 Scenario 1: Group discussion in Breakout Room
- 2:10 Return to large group and discuss
- 2:35 10 minute Break
- 2:45 Scenario 2: Group discussion in Breakout Room
- 3:10 Return to large group and discuss
- 3:35 10 minute Break
- 3:45 Scenario 3: Group discussion in Breakout Room
- 4:10 Return to large group and discuss
- 4:35 Concluding Remarks

Scenario 1: Peer – Co-worker Relations

A peer you are working with tells you about conflicts with their counselor or case manager. They don't feel their goals are being addressed. They don't feel listened to. Perhaps they tell you of an action that seems to border on or cross an ethical line, by this co-worker.

How do you respond and what else do you consider and / or do?

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Scenario 2: In Your Lane?

Sometime you may have a supervisor who is rather new to working with a peer worker. They may ask you to carry out some duties that you feel are not in your lane. For example, they ask you to deliver medications (outside of being on an ACT Team setting). They want you to determine whether your peer is following a hygiene plan that has been “encouraged” by their counselor or case manager. They want you to help the peer fill out a resume or job application. They want you to monitor a peer’s medication compliance. They want you to administer a urinalysis or other drug use test.

How will you respond? What are some options?

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Scenario 3: Common Situations with Peers

You and a peer go to coffee together. Who pays?

A peer is working on a plan to change residences. They find a great new place to live but have no way to move their stuff. They ask you if you will bring your truck and help them move.

A peer calls and asks for a ride to get to the drug store. A peer calls you at 10:45 PM.

Discuss your ideas about some positive responses and decisions.

Thank you for your attention and for the work you are doing. It is very important!

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