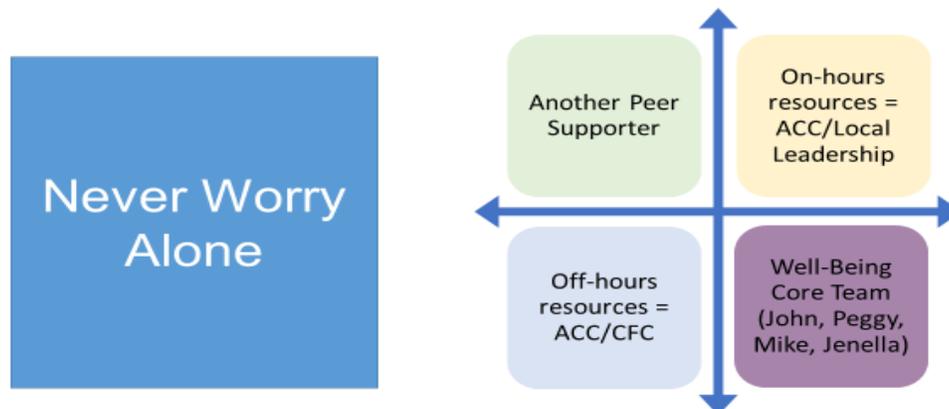


What Peer Supporters Do	What Peer Supporters DO NOT Do
Validate and normalize feelings of peers	Provide support outside of work hours. May connect with a colleague by phone outside of work, but not obliged to.
Directs peer to additional resources (e.g., professional) as appropriate	Provide ongoing counseling
If necessary, follows-up with peer to “check-in”	Replace the typical support and accountability of managers with regard to their team’s well-being
Tracks utilization of their encounters with peers	Weigh-in on peers’ job performance issues
Attends monthly meetings with other peer supporters in their area-cohort	Offer malpractice suit support, or hear about specific details regarding a potential liability case
May make themselves available to other work areas under distress outside of their own*	Be responsible for reporting colleagues’ thoughts and feelings on unit/hospital leadership



Resources

Internal

- ❖ Colleague Support
Line: 781-624-6090
- ❖ Email:
colleaguesupport@southshorehealth.org
- ❖ Employee Assistance Provider (EAP): 1-800-346-0110
- ❖ Bereavement Line:
(781) 624-5888
- ❖ Pastoral/Spiritual Care:
(781) 624-4022
- ❖ ACC: x48322, x48323

External

- Riverside Trauma Center:
www.riversidetraumacenter.org
- Aspire Health Alliance:
www.aspirehealthalliance.org
- Schwartz Center:
www.theschar tzcenter.org
- Interface Referral Service:
<https://interface.williamjames.edu/>

Emergent

- Emergency: 911
- National Suicide Prevention Lifeline:
1-800-273-8255 / 1-800-784-2433
- Crisis Textline: Text TALK to 741741

Unique Encounters	Action
<p>Work Related: Colleague expresses distress regarding certain work policies, management issues, or with another colleague.</p>	<p>Peer Supporter provides validation, support, and directs colleague to share their thoughts about the issue through appropriate mechanisms. The Peer Supporter is not tasked with representing colleagues' work or interpersonal concerns to others.</p>
<p>Safety Concern: Peer supporter hears content that the colleague may represent harm to others (e.g., impaired at work).</p>	<p>Notify local supervisor/leader to follow existing policy for these situations. In addition, the following resources are also available:</p> <ul style="list-style-type: none"> • On-hours = ACC / ED Leadership / Risk Management • Off-hours = ACC / CFC / Risk Management • Colleague Well-Being Committee
<p>Personal Safety Concern: Peer supporter hears content that the colleague may represent a harm to themselves (e.g., suicidal).</p>	<p>Peer Supporter will engage appropriate colleagues to navigate the situation:</p> <ul style="list-style-type: none"> • On-hours = ACC / ED Leadership / Risk management • Off-hours = ACC / CFC / Risk management • Colleague Well-Being Committee
<p>Medical Error/Event: Colleague may have committed a medical error and doesn't plan on reporting it or filing a safety report.</p>	<p>Peer Supporter will encourage event reporting and outline the importance of doing so, in addition to filing an anonymous safety/incident report as they see fit. They may also reach out to their own manager to discuss how to navigate the situation. <i>Anonymous reporting can be called into 781-624-6565 or completed in Quantros/RLDatix.</i></p>
<p>Harassment/Bullying: Colleague shares content regarding harassment and/or bullying to the Peer Supporter.</p>	<p>Peer Supporter provides validation and informs colleague of mechanisms to report the situation (e.g., HR). If comfortable, Peer Supporter may accompany the colleague to report the incident if colleague desires this type of support. In addition, the colleague can be made aware that incidents can be reported anonymously.</p>

Directions - Data Collection for Peer Support:

1. Open SSH Portal
2. Click on down arrow next to My Sites
3. Click on Department Team Sites
4. Hover over My Team Site
5. Click on *Department*
6. Click on *BLPSP*
7. Click on (+) new item
8. Respond to all sections
 - a. Role of Peer Supporter (drop down menu)
 - b. Type of Support (drop down menu)
 - c. Initial or Follow Up (drop down menu)
 - d. Role of Person Requesting Support (drop down menu)
 - e. Area where person requesting support is employed (fill in)