Ways that Peers and Supervisors Use Principles of Recovery to Improve Engagement of Adults in Crisis

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Disclaimer

- This webinar was developed [in part] under contract number HHSS283201200021I/HHS28342003T from the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services (HHS). The views, policies and opinions expressed are those of the authors and do not necessarily reflect those of SAMHSA or HHS.
Sean Harris
Executive Director
Recovery Institute of Southwest Michigan, Inc.
Ways that supervisors help peers balance their peer role with the clinical expectations of the system

• Establish a good understanding of the unique advantages of peer support.
• Teach strategies for navigating conflicts in approach
• Coach toward balancing work demands with recovery maintenance
Peer Supervision

- Establish good understanding of peer staff professional and personal background
- Encourage social/collegial exchanges with clinical co-workers
- Encourage staff to question things they do not understand
Unique recruitment and training needs for peers working in crisis services

Recruitment

- Hire peers with lived experience in crisis or acute care settings
- Define the candidate you are looking for and post
- Encourage existing peer staff to help recruit
- Circulate posting through provider agencies, especially peer run organizations
Peer Supervision

• Use online resources and job boards at local community resource organizations

Training

• Establish a strong grounding in an established peer support framework, philosophy or approach
• Teach some fundamentals of medical terminology and clinical practice
• Provide opportunities to be trained as a peer wellness practitioner
Peer Supervision

• Establish working knowledge of health safety practices such as First Aid, CPR, Naloxone Administration
The Experience of a Peer Working in a Crisis Setting

Rosie Corliss
Peer Specialist, PA
WAYS PEERS ARE UNIQUELY SUITED TO ENGAGE PERSONS IN ACUTE DISTRESS

• Comparable Lived Experience(s)
• Compassion
• Resilient
• Resourceful
• Patience
• Inspirational
• Convey Hope
• Committed to Recovery
WAYS THAT PEERS AND SUPERVISORS FACILITATE SELF-CARE AND SUPPORTS TO BUILD RESILIENCE AND AVOID BURNOUT!

- Develop Meaningful Connections with staff
- Nurture healthy and mutuality in relationships
- Weekly supervision
- Practice open-mindedness & being non-judgmental
- Model and promote authenticity
- Consistent and ongoing In-Service Trainings in various topics
- Promote teamwork to extent possible
David Measel
Executive Director
Pennsylvania Peer Support Coalition
Where Peers are Located

Range of Crisis Services Employing Peers
Where Peers are Located

• Crisis Services in PA
  – Telephone Crisis Services
  – Walk-In Services
  – Mobile Crisis Services
  – Crisis Residential Services
Where Peers are Located

• Beyond Crisis Services
  – Emergency Services
    • Emergency Rooms
    • Inpatient Units
  – Warm Lines
Incorporating Peers into Crisis Services
• 10 Roles and Responsibilities in Crisis Services
  – Initial Engagement
  – Peer Support
  – Assessment (Different Perspective)
  – De-escalation
  – Group Facilitation
How Peers Help

• 10 Roles and Responsibilities in Crisis Services
  – Family Support
  – Referral
  – Discharge Planning
  – Follow Up
  – Documentation
• In Pennsylvania the re:Solve Crisis Center employs peers in their crisis phone center
  – After being screened for lethality by a Phone Clinician individual is offered Peer Specialist Support. In addition to providing supportive listening and reflection:

**Peer Supports:**
- Assist persons with deep breathing/grounding if experiencing anxiety/panic attack, etc.
- Offer DBT Coping Skills Coaching
- Share in person guided imagery
- Assist in planning an effective day
- Help process an upsetting event when asked
- Talk about the Wellness Recovery Action Plan (WRAP)
- Offer hope, connection, and resources

**By Using:**
- Person centered engagement
- Calm, non-judgmental tone
- Personal experience with recovery and wellness
- Motivational Interviewing
- Active listening and validation
- Honesty and cultural competence
- Offering a follow up, post crisis call
How Peers Help

• Peer Specialist assist in various ways to support the Phone Center Clinicians and functioning of the Crisis Phone Center by:
  – Providing additional support for callers not in *Lethal Crisis* so phone clinicians are more readily available for the next *Lethal* caller
  – Working with phone clinicians in developing consumer plans by sharing peer perspective, insight, recovery language and personal experience
  – Assist with follow up calls to persons post crisis intervention from various departments within re:solve and other entities
  – Dispatching Mobile Crisis Teams and monitoring the status of the Mobile Teams once dispatched
  – Communicating between Clinical Supervisors, Phone Clinicians and Mobile Teams as needed
  – Monitoring the Overflow Call System and seeking assistance when call volume demands
Creating a Healthy Work Environment
Self-Care

• Supervisors

  – Maintain open lines of communication
  – Understand what Peer Support is and is not
  – Promote and encourage acceptance and respect
  – Respect the need for self-care
Self-Care

• Peer Supports

  – Self-care is always important, but recognize that in crisis services self-care takes on even more meaning
  – Have a strong self-care plan in place
  – Make self-care a conscious habit
  – Make it your own
  – Learn from others
• **Wellness Tools**

- reading a book
- controlled breathing
- talking to friends/family
- housework
- playing an instrument
- aroma therapy
- baking
- gong baths
- nature
- movies
- hiking
- yoga
- art
- cars
- singing
- music
- games
- mindfulness exercises
- pet therapy
- going to the gym
- swimming
- mountain biking
- baking
- nature
- art
- running
- bubbles
- pet therapy
Self-Care

• Wellness Tools
  – Wellness Recovery Action Plan (WRAP)
  – Workplace WRAP
  – Team Debriefings