

FAQs - Peer Support Network

Supporting colleagues and employees through emotionally challenging events related to work is most important, meaningful things we can do. With peer-to-peer support particularly effective, our Support Network is expanding so that we have teams supporting the entire system.

Being part of our extremely valuable Peer Support Network is a responsibility. Yet it is enormously rewarding for Peer Support Team members and can be transformative for employees and teams who benefit from the extraordinary assistance. Further, this work reflects our YNHHS values and epitomizes the role of all healthcare workers as healers and helpers.

You must attend the initial training to become part of one of the teams. Taking the training does not commit you to join a team. Here are some common FAQs:

Q: Who may participate?

A: Participation in Peer Support Teams is open to staff in all roles, departments and delivery networks. The more diverse our Peer Support Teams, the more effective their response.

Q: How much time is required to be on a Peer Support Team?

A: While extremely rewarding, participation is a commitment—training is required, there are periodic Peer Support Team meetings, and when teams are deployed, the assignment may require an hour or two and there may be follow-up.

Q: When do I respond as a Peer Supporter?

A: Employees choose when they are able to respond to a Peer Support Team request, and if during work hours, must be in consultation with their manager. Work unit responsibilities always come first.

Q: How do I know when to respond to a peer or an incident?

A: It may vary depending upon the team. At YNHHS a group text goes out when team members are needed. At L+M/WH they connect with each other through email or in-person. Similar formats will be set up at BH/MH and GH. We are planning to have a central number for requests for assistance.

Q: As a Peer Supporter, will I be helping individuals 1:1 or in groups?

A: Both 1:1 and small groups are ways to assist as a peer.

Q: How often will I respond to events that require peer support?

A: It's hard to say, it may depend on the delivery network, the size of the team and the amount of requests for assistance, but an estimate would be once a month.

Q: Is this volunteer time or will I be paid?

A: Training and responding are considered compensable work time. There is a stipend of \$150 for hourly employees when you respond to an event for up to four hours, but most responses take one to two hours. For salaried employees, they would receive the stipend only if they respond outside of their normal work schedule. If they respond during work hours they would not be paid the stipend and should be in consultation with their manager.

Q: What times and days of the week are most of the interventions?

A: Most of the interventions take place during usual business hours, sometimes in the early morning, evening or weekend depending upon who is impacted.

If you or interested employees have questions, please contact Bud (203-688-2280, bud.wassell@ynhh.org) or Mary Pat (203-619-1307, marypatricia.murray@ynhh.org).