

Role of the Peer Support Team Member

Respond onsite to fellow employees, who have experienced incidents that are emotionally overwhelming such as the unexpected death of a co-worker or family member, adverse clinical outcomes, medical errors and workplace violence.

The peer supporter will be a member of a team at their delivery network. NEMG employees may join a delivery network team in their region. Requests for assistance will be made to the team leader who will assess the need for onsite peer assistance, coordinate the response with the requesting manager and dispatch team members through an activation system. Peer supporters will not respond to events that they have been affected by.

The Peer Supporter will meet 1:1 or in small groups with the affected employees and provide emotional support. This is not counseling or therapy, but an active listening, non-judgmental approach to help affected employees process the emotional impact of the event, to normalize expected emotional, physical, cognitive and behavioral reactions to the event and to build upon existing internal resources and coping skills.

The Peer Supporter will provide information and education about:

- Confidentiality of peer support services
- Expected common reactions to grief, loss and trauma
- Existing resources such as Employee and Family Resources (EFR) and accessing mental health care.
- Self-care practices that will help to mitigate the impact of the event and facilitate recovery.

Care will be taken to not ask the employee to re-live the event which may re-traumatize the employee. The purpose is to provide 'emotional first aid' and to assist with the emotional impact of the event and to refer to appropriate resources, not to review and critique any medical, clinical or organizational procedures.

Training will be provided to prospective team members and regular meetings will be held with the delivery network team to provide ongoing education, review responses, reinforce best practices and support the peer supporter. Peer Support team members will be paid a stipend for time spent responding to incidents and at team meetings.

Peer Support responses are coordinated with EFR and referral to EFR is part of the standard protocol.

Please contact Bud Wassell, bud.wassell@ynhh.org or Mary Pat Murray, MaryPatricia.Murray@ynhh.org with any questions.