




Peer Support Integrity, Quality and Impact Survey

The Peer Support Integrity, Quality and Impact Survey was developed to help organizations providing peer support services gain insight into how people receiving peer services view these supports.

The survey measures:

 The degree to which peer support services align with the values of peer support INTEGRITY	 The degree to which peer support affects PES's feelings about the services they are receiving QUALITY	 The degree to which PES believe they are experiencing certain impacts in their day-to-day life because of peer support IMPACT
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...from the perspective of **People Engaging with peer support Services**

The Centre used the Mental Health Commission of Canada's Core Values of Peer Support in their research to help inform what true, values-based peer work looks like when it's being performed effectively. This research was the foundation of the 17 values-based behaviours that then became the Centre's "Values in Action".

Are the Values of Peer Support represented in your peer support services?

Peer Support

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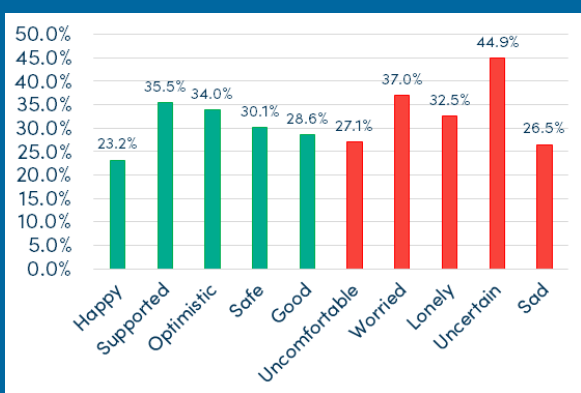
values-based behaviours

HOPE & RECOVERY | SELF-DETERMINATION | EMPATHETIC & EQUAL RELATIONSHIPS | DIGNITY, RESPECT & SOCIAL INCLUSION | INTEGRITY, AUTHENTICITY & TRUST | HEALTH & WELLNESS | LIFELONG LEARNING & PERSONAL GROWTH

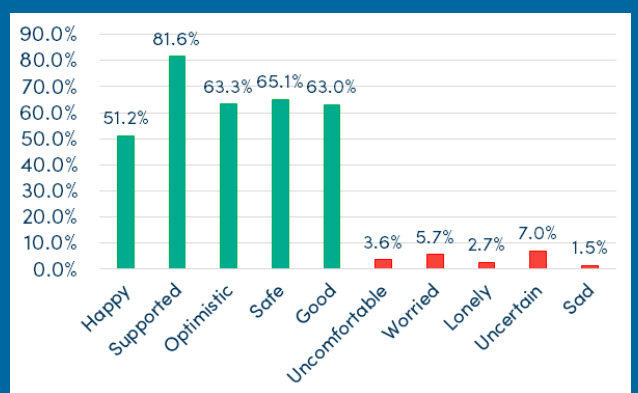
332 people completed the 2019 survey. The results were exciting!



The mean (average) score for all items was very positive, people were experiencing the values in action



Words people used to describe their feelings about services prior to receiving peer support (%) N=332



Words people used to describe their meetings with Peer Support Staff (%) N=332

70% of participants experienced negative emotions before peer support. When asked to identify their feelings about their meetings with a peer workers, 80% of identified emotions were positive emotions with peer support

In addition: More than 75-80% agreed or strongly agreed that having peer support:

- ✓ Helped them be more hopeful about their life
- ✓ Gave them more confidence to tell health providers what they need
 - ✓ Helped them deal more effectively with crises in their life
- ✓ Helped them get connected to appropriate supports and services
 - ✓ Improved their ability for self-care
- ✓ Decreased their need for emergency and crisis services
- ✓ Improved their experience with mental health and addiction services!

For more information on the Centre's Peer Support Integrity, Quality and Impact Survey; our webinars and training opportunities; or our educational toolkits, documents and videos please visit our Provincial Systems Virtual Learning Centre and Resource Hub