

## Appendix A

# The Peer Support Service Integrity, Quality and Impact Survey

This survey, a work in progress, has been tested for validity and reliability  
(see Appendix in Survey Manual for details.)  
Suggestions for changes and additions that contribute to the survey's  
usefulness are welcome.)

## The peer support worker...

Below, you will find 17 statements about possible actions and behaviours of a peer support worker. If you have had more than 1 peer support worker, please think only about the peer support worker you have been in touch with most recently.

- Looking at your own experience, please tell us how strongly you agree or disagree with each statement by checking off  your answer.

|   | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A |
|---|----------------|-------|----------------------------|----------|-------------------|-----|
| The peer support worker reminds me that my health and wellness is unique to me.   |                |       |                            |          |                   |     |
| The peer support worker tells me about their experiences in a way that is meaningful to me.   |                |       |                            |          |                   |     |
| The peer support worker gives me encouragement.   |                |       |                            |          |                   |     |
| The peer support worker shares information with me, e.g., community resources that are available, different learning opportunities. |                |       |                            |          |                   |     |
| The peer support worker helps me explore options open to me when I have a decision to make.   |                |       |                            |          |                   |     |
| The peer support worker does not express disapproval of me or the choices I make.   |                |       |                            |          |                   |     |
| The peer support worker tells me they believe in me.  |                |       |                            |          |                   |     |
| The peer support worker tells me my feelings and opinions are worthwhile.   |                |       |                            |          |                   |     |
| The peer support worker genuinely listens to me.  |                |       |                            |          |                   |     |
| The peer support worker follows through on commitments they make.   |                |       |                            |          |                   |     |

|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| The peer support worker discusses confidentiality with me.   |  |  |  |  |  |  |
| The peer support worker tells me that I am not alone in my experiences and struggles.  |  |  |  |  |  |  |
| The peer support worker encourages me to do things for myself instead of doing things for me.  |  |  |  |  |  |  |
| The peer support worker learns from me and I learn from them.  |  |  |  |  |  |  |
| The peer support worker reminds me that I have the right to express my needs.  |  |  |  |  |  |  |
| The peer support worker demonstrates ways they take care of themselves.  |  |  |  |  |  |  |
| When I meet with others in a group, the peer support worker tells me that I can participate in a way that is comfortable for me and the group. |  |  |  |  |  |  |

If you have any additional comments, please share them with us :

# Before you started receiving peer support...

2. In general, how did you feel about the services you received **before** you started receiving peer support? Please circle  **all** emotions that apply.

|            |               |
|------------|---------------|
| happy      | uncomfortable |
| supported  | worried       |
| optimistic | lonely        |
| safe       | uncertain     |
| good       | sad           |

OR write your own words here:

We'd like to know why you felt or feel like this, whatever it is:

## Now that you are receiving peer support...

3. In general, how did/do you feel about your meetings with a peer support worker? If you have had more than 1 peer support worker, please think only about the peer support worker you have been in touch with most recently. Circle  **all** emotions that apply.

|            |               |
|------------|---------------|
| happy      | uncomfortable |
| supported  | worried       |
| optimistic | lonely        |
| safe       | uncertain     |
| good       | sad           |

OR write your own words here:

We'd like to know why you felt or feel like this, whatever it is.

## What has changed?

We are interested in knowing what may or may not have changed for you because you have been meeting with a peer support worker. If you have had more than 1 peer support worker, please think only about the peer support worker you have been in touch with most recently.

4. Please tell us how strongly you agree or disagree with each statement by checking off  your answer.

|  | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A |
|--|----------------|-------|----------------------------|----------|-------------------|-----|
| Meeting with a peer support worker has helped me be more hopeful about my life.  |                |       |                            |          |                   |     |
| Meeting with a peer support worker has helped me get connected to appropriate supports and services.   |                |       |                            |          |                   |     |
| Meeting with a peer support worker has given me more confidence to tell health providers what I need.  |                |       |                            |          |                   |     |
| Meeting with a peer support worker has improved my ability for self-care (i.e. activities and practices that are engaged in on a regular basis to maintain and enhance a person's short- and longer-term health and well-being.) |                |       |                            |          |                   |     |
| Meeting with a peer support worker has helped me deal more effectively with crises in my life.   |                |       |                            |          |                   |     |
| Meeting with a peer support worker has decreased my need for emergency and crisis services.  |                |       |                            |          |                   |     |
| Meeting with a peer support worker has made my experience with healthcare services better.   |                |       |                            |          |                   |     |

If there are other things that have changed for you because you have been meeting with a peer support worker, please tell us what these changes are.

## Please tell us a little about yourself.

We do NOT want to know your name and we do NOT want to know the name of the program, agency or peer support worker with whom you connect. However, some basic information about you will help us better understand who is receiving peer support and this will help us make our peer support programs as helpful to people as possible.

5. In what city/community do you live? \_\_\_\_\_

6. In what city/community do you receive services? \_\_\_\_\_

7. How do you connect with the peer support worker you have been in touch with most recently?

Please check off only one answer.

- One-to-one
- In a group setting
- BOTH one-to-one or in a group setting

8. Where do you receive services from the peer work you have most recently been in touch with (please check all that apply):

- Hospital program
- Hospital inpatient unit
- Community-based organization
- Peer-led organization (consumer survivor initiative)
- Other (please specify) \_\_\_\_\_



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9. Please check all types of services provided by that organization:

- Substance use/addiction treatment
- Mental health
- Employment
- Housing
- Other (please specify) \_\_\_\_\_

10. Over the course of your lifetime, how long have you received support from peer support workers in mental health and addictions services? Please tell us in months and years.

- 1 month or less
- Over 1 month – 3 months
- Over 3 months – 6 months
- Over 6 months – 1 year
- Over 1 year – 3 years
- More than 3 years

11. Please indicate the age group you fall within:

- 16 - 25 years old
- 26-35 years old
- 36 - 45 years old
- 46-55 years old
- 56-65 years old
- 65+ years old

12. Gender \_\_\_\_\_

**THANK YOU!**



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