



CENTRE FOR INNOVATION IN PEER SUPPORT
Connecting to Community Resources

How to Use This Resource

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centreinfo@supporthouse.ca | www.supporthouse.ca

Connecting to Community Resources

As stated in the *Values in Action*, Peer Supporters share about community resources and learning opportunities. At any stage in our relationships peers may connect with our program and then subsequently identify alternate goals/needs that we do not offer.

When goals present an opportunity to connect with community partnered agencies and/or other internal programs, a connection can be facilitated through various means depending on the wishes of our peer and the procedures of the agency. The most helpful strategies will come from dialogue with the peer and will reflect their expressed wishes and needs.

Resource Sharing

Share information about the resources we are aware of or researching resources with our peers.

Referrals

Filling out referral forms or providing contact information for agencies to follow-up with our peer.

Warm Transfers

Supporting our peers through the referral process by connecting them directly with a support. This includes a supportive introduction with the other support, yourself, and the peer. Follow up with your peer to determine their comfort with proceeding with the new support.

What a warm transfer could look like:

- Attending a group with a peer
- Being present during a peer's first meeting with another support service
- Supporting the peer to communicate their needs and goals during a first meeting
- Sending an introductory email with the peer included
- Being present during the first interaction between the peer and additional support
- Being present for the first interaction, supporting the peer to communicate their goals

About the Centre

Recognized provincially for its award-winning services, Support House Centre for Innovation in Peer Support (the Centre) has evolved into a "Benchmark of Excellence" in peer support and experience-based engagement and co-design. The Centre is dedicated to implementing innovative best practices for meaningful and equitable engagement and partnerships with individuals who have lived/living experience, as well as their family/caregivers, across Ontario.

Our History

Originally established as a Consumer Survivor Initiative in 1999 under the name TEACH (Teach, Empower, Advocate for Community Health), the need for support and training for agencies providing authentic peer support was identified. As a result, in 2015, the Centre received new base funding from the legacy Mississauga Halton LHIN to offer regional and provincial system support for Health Service Providers (HSPs). This support includes hospital psychiatric inpatient units, addiction residential treatment, supportive housing programs, central access, employment support programs, justice, community mental health and addiction providers, and self-help education and support groups. This scope has since expanded to encompass regional, provincial, national, and international collaborations.

Supporting People Engaging in Services

Our service offerings include wellness-based, peer-led self-help and social connection programs for community members. These programs are designed, developed, implemented, and evaluated by individuals with lived/living experience. We work together to foster community and connection by creating safe spaces where people navigating mental health and substance use/addiction challenges, can heal and grow.

Supporting Provincial Systems & Partners

The Centre's Provincial, Systems & Partner stream is continually evolving to support organizations that provide peer support services and to foster meaningful, equitable engagement, co-design, and partnership with individuals who have lived/living experience, as well as family/caregivers for roles on advisory tables, working groups, committees, and government boards. We create learning opportunities through co-design, education and training, consultations, capacity building, collaborations and partnerships, and the development of resources and toolkits, drawing on our expertise in engagement stewardship.

Additional learning resources are available in our Virtual Learning Centre and Resource Hub, where you can explore information about our provincial communities of practice, toolkits, models, and other resources. The Centre is committed to enhancing the capacity of individuals with lived/living experience, family/caregivers, peer support workers, supervisors, health service providers, and regional and provincial healthcare systems. We aspire to co-design and co-create an inclusive and equitable healthcare response, regardless of complexity.

About Support House

Support House is guided by our core values, which shape our agency's decisions and actions, unite our staff, define our brand, and inspire our culture. We put people first—our supports are person-directed. We connect and engage, starting conversations to build and maintain relationships. We focus on health and wellness practices to inspire our culture. All employees are required to adhere to our values-based oath of conduct.

Additional Resources to Explore

All programming from Support House Centre for Innovation in Peer Support is delivered through our [Learning Centre & Resource Hub](#).

The **Learning Centre** provides a range of opportunities, including self-directed e-learning, facilitated learning programs, consultation services, and provincial communities of practice.

The **Resource Hub** houses our educational toolkits, documents, and videos. Together, these resources reflect current best practice in the delivery and implementation of Peer Support across Ontario.

Products on our Resource Hub:

- ***Guiding Standards of Peer Support*** (from Mental Health Commission of Canada, Peer Support Canada & Centre for Innovation in Peer Support)
- ***Empathetic Communication Toolkit***
- ***Stages of Peer Support Relationships***

[CLICK HERE TO VISIT OUR YOUTUBE CHANNEL](#)

Support
House



1-833-845-WELL (9355) Ext 390

supporthouse.ca

centreinfo@supporthouse.ca