

the
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Health.
Home.
Humanity.





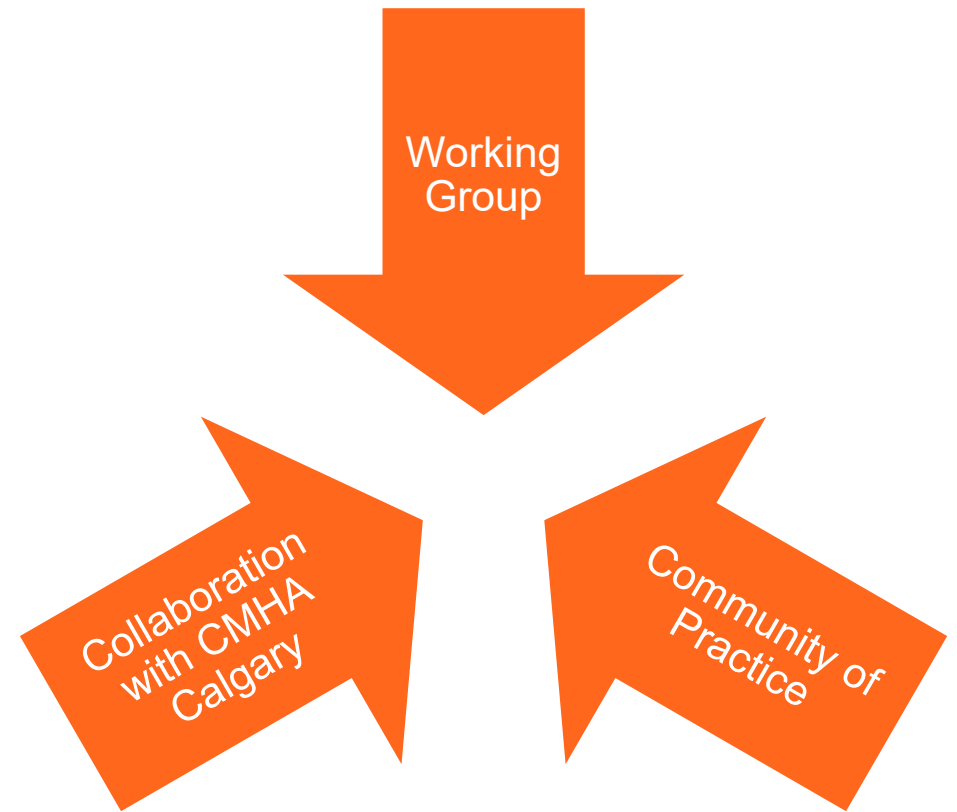
Not just “one issue, one visit” health care

Our dedicated multi-disciplinary team of almost 300 staff includes medical staff, social workers, mental health specialists, peer supporters, educators, community facilitators, and an outstanding support team.

Because life’s not simple, our solutions rarely come ready-made. And that’s OK. We tailor them to the person before us. The open hearts and creative minds at the Alex see what’s really needed – and invent the solution.



Peer Support at The Alex



Rapid Access Addiction Medicine

With same-day intake appointments, RAAM is ready to provide medically-supported addiction care as soon as someone is ready to make the first step. With counselling and other supports also available, RAAM supports community members in their recovery journey.

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Why Peer Support in RAAM clinics?

- Provision of hope, ideas, tips, encouragement, and advocacy
- Unique relationship and engagement with clients
- Is a service in and of itself, not just a bridge to counselling or medical engagement

How it works...

- Referral process from medical and counselling staff
- Interplay between counsellors and peer support
- Impromptu interactions and booked appointments



Indigenous cultural services

- Special offering: clients report very helpful and rare in medical environment
- Smudging and other cultural practices
- Referrals to The Alex's Elders in residence
- Referral process by counsellors and providers



Challenges

- Scope considerations: protecting the peer relationship (no assessment)
- Keeping space in daily schedule to allow for flexibility and responsiveness
- Addressing moral distress: peer workers supporting peer workers (community of practice)



Value of Peer Support

Medical offices/settings can feel intimidating, foreign and in some cases, traumatic. Peer Support Workers can ease client's potential anxieties by bringing the clinical side of addiction medicine to life by sharing their own personal stories of recovery with clients.

This helps offer a sense of hope, empowerment and most importantly, connection during what can be a scary, overwhelming period of changes and decision making.



Peer Tools



- Skillful disclosure of personal lived experience
 - Using language that promotes hope and resiliency
 - Helping the client see their own strengths and encouraging self-efficacy with kindness
 - Motivational interviewing to help the client feel like their recovery is just as unique and personalized as they are
 - Can help decipher some of the medical terminology that may cause confusion or misunderstandings for some clients
- Creating a safe, judgement free space for the client to share
 - Collaborating with the rest of the client's medical team to provide a more integrated picture of their needs
 - Helping the client see their own strengths and encouraging self-efficacy with kindness

Thank you!

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