

My Peer Support Worker "...accepted me as a person whether I was well perfectly or not."

## Peer Support Program

### Consumer Involvement & Initiatives 2024 - 2025

#### Annual Report

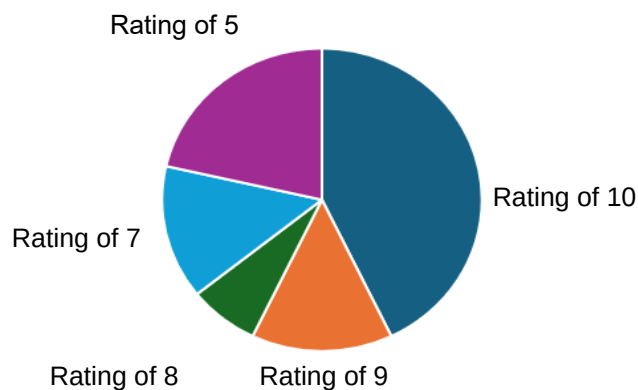


Peer Support happens when people with lived experience provide support to their peers. A Peer Support relationship is based on mutuality, empathy and support from someone who understands. These relationships provide practical and emotional support to enhance quality of life and to assist people in reaching their goals. Peer Support can offer real hope and understanding for some of the challenges people may be trying to deal with day to day.

### Client Satisfaction Surveys

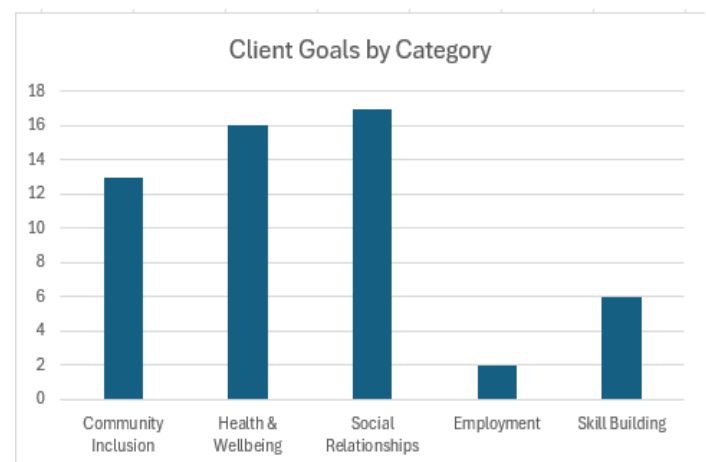
Rating (Scale 1-10)  
1=Not at all helpful, 10=Very helpful

Sample size: 14 Client Surveys  
Range covered: April 2024-March 2025



### Client Goals by Category

Sample Size: 25 Goal Sheets  
Range Covered: April 2024-March 2025



Note: more than one goal per client.

\* The charts in this report are indicators of the program's outputs and are not intended to represent the Peer Support program as a whole. In 2024-2025 sufficient data was not collected to create statistically significant estimates.

# Clients Set Their Own Goals

Sample size: 14 Client Surveys  
Range covered: April 2024 - March 2025

**Set own goal: 65%**



**Did not set own goal: 35 %**



## Client Objectives

Sample Size: 25 Goal Sheets  
Range Covered: April 2024 - March 2025



**Number of PSW  
service hours,  
across 10  
reporting sites**

Range Covered: April 2024 - March 2025



**3,653 Hours**

A redesign of our Peer Support Worker training program got underway this year with the aim of conducting training early in 2026.

## **Spotlight on the Peer Work Network and PSW Education Meetings**

The Peer Work Network is an online forum of Peer Workers meeting monthly for discussion of topics of relevance in their field. Two facilitators, overseen by the Peer Support Coordinator, ensure that each meeting runs smoothly.

### **Peer Work Network Meeting Topics in 2024-2025:**

Self Disclosure  
Peer Navigators  
Peer Navigators (2)  
Peer Drift  
Compassion Fatigue and Burnout  
Peer Boundaries  
Indigenous Crisis Response/Indigenous Health Outreach  
Charlie Brown and Seasonal Depression  
Peer Work Network Review and Feedback Session  
Ikigai  
Self-Stigma

Peer Support Worker Education Meetings also happen monthly and address topics of relevance for Vancouver Community Peer Support Workers.

### **Peer Support Worker Education Meeting Topics in 2024-2025:**

Mental Health and Substance Use Integration  
Medical Assistance in Dying  
Psycho-social Rehabilitation  
Profile EMR  
Consumer-Run Peer Support  
Boundaries  
Peer Engagement and Inclusion  
Anti-Racism

Our Peer Education Meetings continue to attract 5 to 15 currently employed Peer Support Workers interested in professional development at each monthly online meeting.

The shift from paper record-keeping to electronic records kept by PSWs began this year. PSWs from seven sites now have VCH email accounts and will receive training in electronic records management next year.

The Peer Work Network featured a variety of topics in this last year, attracting Peers Workers from all parts of BC. Participation in its online meetings ranged from 7 to 20 individuals each month.

"The support was tailored to my specific needs and gave me more confidence in using my computer, especially getting written instructions."

My Peer Support Worker "...helped me to go about and find a way to do volunteer work."

My Peer Support Worker "...was really exceptional and I will miss working with her. Her attitude and unique perspective (which was often very funny) was greatly appreciated especially when I was feeling discouraged."

"Every time is something new and it is a good experience."