



**PEER TO PEER: A ROUTE TO RECOVERY OF PEOPLE WITH MENTAL ILLNESS THROUGH  
PEER SUPPORT TRAINING AND EMPLOYMENT**

Project N° 2013-1-ES1-LEO05-66277-AN

## KEY SCENARIOS IDENTIFIED

### Key scenario 1

The peer worker is struggling with supporting specifically one of his clients; this situation brings him back memories about the problems he had in the past and he doesn't know how to support his client. He has reported this situation to his supervisor and he has given him some advises to deal with this situation, but he still feels useless to help in this case. He doesn't know if giving up in the process of supporting this person may have consequences in their job as peer worker.

### Key scenario 2

One of his clients usually asks him personal questions, some of them he doesn't want to answer. The peer worker is not clear about how to establish limits and how to let others know that there are some things that he considers not appropriate to talk about during the sessions. He understands it is a professional relationship with just professional implications.

### Key scenario 3

The peer worker has been supporting a client during a few weeks, this process has been meaningful for this person who came back home after a hospital admission and shortly she will start working again. During these weeks working together, they have shared different experiences and they have gained intimacy. The peer worker has realized that he is falling in love for this person and he thinks that it may be reciprocal. He does not know how to deal with it, he is afraid of disappointing her or loss the friendship if she does not feel the same. Besides, he does not know whether it is right to express his feelings, because of the professional relationship they maintain. He finally decides to talk about it with his supervisor, so he can guide him.



#### **Key scenario 4**

In a concert, a peer worker saw another peer worker with one of his clients smoking hashish. He does not know whether this behavior is appropriate or not, and if he should inform his supervisor about it. Finally he decides to approach him and tell him that he does not consider this behavior appropriate. He said that it is the first time, and at that time, he felt that it was important to share time in that way. He also asked him to do not comment it with the supervisor, he wouldn't do that again.

#### **Key scenario 5**

The Peer Worker is located in a team comprised of other types of professionals such as nurses, support workers or employment workers. They experience some difficulties gaining acceptance which they try to manage but this is complicated by the fact that a number of their colleagues discuss their own mental health problems and issues with the Peer Worker and ask them to listen to this on a confidential basis. The Peer Worker is then coping with managing their own wellbeing; managing their relationships with people they are supporting and having to take on board the worries and problems of their colleagues.

This makes them feel overwhelmed and also isolated in the team.

#### **Key scenario 6**

The Peer Worker is new to the post but is finding it difficult to ask for advice, guidance or help when they feel that they need this. They are worried that asking for advice, guidance or help will be seen as an indication that they are unable to cope with their job as a result of their own mental health challenges.

This makes them feel overwhelmed and isolated in the team.

#### **Key scenario 7**

The peer worker lives and works in a small community. One evening they are out with friends enjoying a meal and some drinks. A person they are in a peer support relationship with is in the same place and approaches them. They immediately start to discuss their situation in depth and appear to be distressed. The peer worker wants to be able to be supportive but is also aware that they are not working and are out with friends.

How do they manage this situation in a way that protects both their and the person they are in a peer support relationship with?



### **Key scenario 8**

During the discussion with a person being peer supported they disclose information that is distressing and shocking and indicates abuse by another practitioner. The peer worker is concerned about what they have heard but the person being supported appears to be downplaying the situation.

What is the appropriate role for a peer worker in this situation and what approach should they take.

### **Key scenario 9**

The peer support worker is listening from his/her peer a subject which reminds him/her an own difficult previous experience. Due to this, the peer support worker remembers that experience and wanders off. He/she starts feeling uneasy and overwhelmed, being self-identified with the situation... so the peer support worker starts telling the own story instead of paying attention to the problem he/she's being told. In the end, the peer support worker is emotionally affected by what happened.

### **Key scenario 10**

The peer arrives to the session emotionally affected and brings up a subject which is difficult to handle. It is an uncomfortable subject for the peer support worker (e.g. mourning, grief), who is blocked and doesn't know how to answer to a question asked by the peer. So the peer support worker wants to finish the interview as soon as possible and closes it suddenly.

### **Key scenario 11**

When the peer arrives to the session, he/she is serious and in a bad mood. After a comment from the peer support worker, the person misunderstands it and expresses his anger in a non assertive way, raising the voice and saying that these sessions are useless, and also questioning if the peer support worker is useful and what role he/she is playing.

### **Key scenario 12**

The peer support worker makes a question and the peer is little communicative, finding difficult to speak and to show his/her feelings and thoughts. There are big silence gaps during the session. At the end of the session, the peer support worker has the feeling that his/her support has been useful and in vain.



### **Key scenario 13**

The peer support worker is faced with a client, who has similar problems as the peer support worker. Both of them experienced long episodes of depression and a suicide attempt, also his life situation is very similar. The peer support worker now does identify himself with the client and has difficulties to distance himself from the problems of the client (for example always talking about himself and his own experience).

### **Key scenario 14**

There is a conflict between a client and a member of the staff of the mental health service, where the client is doing some occupational therapy. The peer support worker immediately takes sides of the client without knowing the view of the member of the staff. As a result the peer support worker is blamed not to be objective and to be prejudiced against the member of the staff. The conflict is now spreading and the whole team is divided.

### **Key scenario 15**

Matching of peer support worker and client:  
A female peer support worker has experienced sexual abuse some years ago. Now she has a client, who physically reminds her of this person and now she has to decide whether she can accept him as a client and if not she has to tell him that.

### **Key scenario 16**

About contracting:  
A peer support worker is working in a day structuring facility. She is very passionate about her job as peer and always giving advices and suggestions to her colleagues, even if she was not asked for. Her colleagues are already irritated by her behavior, beginning to avoid her. As a result of this she isn't going to strengthen her efforts because she "really wants to help them"!

### **Key scenario 17**

The peer worker has a group of people with which he/she works. She feels that she is unable to hold grip on the group and individuals. They seem to follow their own plan, in which she thinks it won't lead to recovery, nor work. The peer worker does not know how to change this feeling and has doubts whether it is her feeling that says that the participants are on the wrong track or whether that is really so.



### **Key scenario 18**

The peer worker works with someone who does not seem to want anything. The coaches changes plans now and then, does not do the assignments on which they agreed, or is sick or busy with anything.

### **Key scenario 19**

Maria, diagnosed with mental health problems, is employed as cleaning personnel for a corporation. She cleans the offices every day after 6 pm when all the workers leave the office. One day she enters the Director's office in order to do her job. She gets into an unexpected situation as the Director has not left the office yet, working an important project. Maria doesn't know how to react, whether to leave the office without cleaning it or asking the Director to get out of the office.

### **Key scenario 20**

Victor, diagnosed with mental health problems, is employed by a bank to do file work. One day he is kindly asked by a desk worker to replace him for only 10 minutes. He accepts wanting to help his colleague and become more accepted in the team and he finds himself in a situation where he cannot keep up with the requirements of the people who needed services from the desk officer.

### **Key scenario 21**

Ana, who is attending a community center for people with mental health problems, is a professional singer having a severe mental illness diagnosis. She is given the responsibility of preparing the choir and a few solos for the center's Easter party. She accepts, but as the party is getting closer, she gets more and more anxious.

### **Key scenario 22**

Dan, due to the quota system of employment for people with disabilities, is hired and he is introduced to his new colleagues as a person who helps the company to fulfill the quota requirement. After one week, he realizes that some of his colleagues are afraid to interact with him.