



# REPORT

*From the office of the...*

## [Peer Support Line]

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TO: Members of the Executive Board  
FROM: Ameema Saeed  
SUBJECT: Peer Support Line Report [3]  
DATE: [February 25<sup>th</sup>, 2015]

### UPDATE

The Peer Support Line has been operating in a steady manner, with an increased call volume. We have also successfully launched Peer Support OnLine, and this mode of peer support has been getting regular use.

### SERVICE USAGE

Calls until January 15<sup>th</sup>: 66 calls  
Calls since January 15<sup>th</sup>: 16 calls

**Total Calls so far: 82 calls**

Chats until Feb 12<sup>th</sup>: 13 chats

**Total Chats so far: 13 chats**

*We were only operational on 7/9 days, because of the weather, otherwise, our chat volume would likely have been greater.*

### PAST EVENTS, PROJECTS & ACTIVITIES

- We were able to successfully train our new volunteers in one weekend, as well as train all of our listeners on online peer support
- Peer Support OnLine has launched successfully, and is doing well
- We have hired our new PSL Coordinator

### UPCOMING EVENTS, PROJECTS & ACTIVITIES

- Volunteer Appreciation dinner event (week of Feb 23<sup>rd</sup>)
- Mental Health Strategy Launch week – hard launch of Peer Support OnLine (Feb 23<sup>rd</sup> – 27<sup>th</sup>)
- Pictures of Peer Support Event (in collaboration with SHEC, & QSCC) [Feb 23<sup>rd</sup> - 27<sup>th</sup>]
- Hiring new exec (March)
- Hiring new peer listeners (March/April)

### BUDGET

So far, the budget seems to be on track. We have been able to use information from this year to create a budget for next year. Over the next few months, we aim to ramp up our

promotions and our volunteer appreciation. Our incoming coordinator has a few ideas for projects, as well as capital requests (such as a new computer, and office furniture for the hub), which have resulted in changes in budget lines.

## CURRENT CHALLENGES

- Right now, we only have one peer listener on an online shift at a time. This limits the amount of people we can provide support to. We have only one computer, and although the program we use to chat can be accessed on any computer, we prefer to have everything in one centralized location, so that we are able to insure that listeners are only using the chat system during our designated hours of service, and that they are always using it in an environment where other listeners are around, so that they can debrief, and ask the other listeners for support when needed. On occasion, we have had to turn down people, by messaging them to let them know that our online peer listeners are busy, and that they can contact the line if they feel like they need support.

## SUCCESSES

- Peer Support OnLine is going very well, and we have had many people using this method of accessing peer support. It has become very popular, and we expect the popularity to increase once we do our ‘hard launch’.
  - o In upcoming years, we are hoping to have Peer Support OnLine available 7 nights a week, and are planning on hiring many more volunteers than usual, to accommodate for the increased shifts.
- The incoming Peer Support Line Coordinator is very excited for her role on the line, and we are working together to make this transition as smooth and seamless as possible.