

# Peer-to-Peer Support Program

## Guidelines and Confidentiality

---

### Peer Support Guidelines

- Peer support involves a relationship of shared learning, mutual respect, and support that is provided from the Peer Support Volunteer's lived experience.
- Peer support is not counselling, therapy and / or crisis intervention.
- The Peer Support Volunteer may refer to the Support Services Specialist and/or emergency services as circumstances arise.
- The Peer Support Volunteer will connect with the community member within 48 hours of requesting peer support.
- Once a connection has been initiated, the Peer Support Session will have a duration time of 60 minutes.
- Peer support will take place within the boundaries of the Brain Tumour Foundation of Canada mobile app.
- Any requests from either the community member or the Peer Support Volunteer, outside of the app, should be relayed to a Support Services Specialist as soon as possible.



### Confidentiality

Community members and volunteers have the responsibility to keep all personal and identifying information (names, phone numbers, e-mails, etc.) in strict confidence. This is vitally important and establishes trust among community members and volunteers. Brain Tumour Foundation of Canada policy requires volunteers to report shared information on imminent self-harm, imminent harm to others, and child abuse.

No record of the conversation between the community member and the Peer Support Volunteer will be recorded or kept in any form by the Peer Support Volunteer after the Support Session has ended.

**I verify that I have read and understood the above information as it applies to my role as a Peer Support Volunteer.**

Name:

Date:

If you have questions or require further information, please contact the Support Services team:

**[braintumour.ca](http://braintumour.ca) | 1-800-265-5106**



braintumour  
foundation  
OF CANADA

LA FONDATION  
canadienne des  
tumeurs cérébrales