

PEER ROLE

Dwight¹

You have been working with Dwight for the past 6 months and both of you decide that he is ready for graduation from the peer program. You decide to celebrate by going to lunch. Each of you pays your way, of course. You meet him at the restaurant and he brings a plant for you as a gesture of his appreciation for the work you have done together.

Discussion Questions:

- How do you respond to your client?
- What if the gift was a \$25 gift certificate payable to you for a pedicure?
- Is this a confidentiality or boundary issue?
- What are the implications if misused?

Sample Answers:

- Acknowledge appreciation
- Affirm client's success trumps all other tokens.
- Accept plant on behalf of the clinic
- Boundary Issue
- Client could misinterpret exchange of gift for services.

Sarah¹

You have just finished an educational session with your client Sarah. As you are walking her out she asks, "Can I borrow \$20 to buy some food for my kids to eat? I promise I'll give it to you next week when I get my check."

Discussion Questions

- How would you respond to your client?
- What is the agency policy about loaning money to clients?
- What community resources are available?
- Is this a confidentiality or boundary issue?
- What are the implications if misused? (Client may continue to ask for money) What are your fears about starting medications?

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Sample Answers:

- Peer is breaking an agency policy about loaning money
- Client may ask for money another time
- Client may respect peer not loaning the money and grateful for the resources.
- Boundary Issue
- Response to client will determine how the relationship continues. Client maybe respectful or frustrated with response.

Daryll (formerly Joe)¹

Daryll receives HIV care at the Clinic at the same place where you, the Peer Educator, work. You have seen him in the clinic hallways and have acknowledged him as a client who receives services but in your mind his face is familiar to you. You, the Peer Educator, attend your apartment building's monthly tenant meeting and sitting in the room is Daryll. Your eyes connect.

Discussion Questions:

- How do you respond to your client?
- Is this a confidentiality or boundary issue?
- What are the implications if misused?

Sample Answers:

- Acknowledge person without revealing too much information
- Client may not trust the clinic if information about him is revealed
- Confidentiality Issue
- You would have made a good impression and the client would trust the clinic.

Frances¹

The Peer Program gets a referral from a case manager and you are assigned to the client, Frances Draper. The name is familiar but you are not sure that you know the person. You meet with Frances and begin the peer working relationship. Unknown to your supervisor is the fact that Frances is a member of your church and your partner contracted with Frances to clean your house.

Discussion Questions:

- What issues arise for you?
- What are the steps you should take with this client?
- Is this a confidentiality or boundary issue?

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Sample Answers:

- Respect personal privacy of the Peer Educator
- Peer to discuss with client program standards
- Peer to talk with supervisor about transferring client to another peer

Justin¹

The Police come to the clinic and you are the first person they see, they ask if Justin Love, a clinic patient, is here because they have a warrant for his arrest.

Discussion Questions:

- What issues arise for you?
- What do you do?
- Is this a confidentiality or boundary issue?

Sample Answers:

- Suggest that they wait, then get a supervisor to respond
- Disclose nothing
- Consult company policy
- Confidentiality issue

Henry¹

Henry, a 70 year old widow, recently moved into a retirement community where he leads a very active life. He is an avid tennis player and loves to travel to exotic countries. Lately, Henry complains of feeling uncharacteristically tired, so he scheduled an appointment with his doctor for an evaluation. That is when he was diagnosed with HIV. Shocked and nervous, Henry expressed his fears about dying and of his friends finding out to his doctor. His doctor suggested that he meet with the peer educator before leaving the office so that could learn about support groups and how a peer could help him manage his diagnosis.

Discussion Questions:

- What information might the Peer Educator provide?
- What tools or resources would the Peer Educator use?
- What services might the Peer Educator suggest?

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Sample Answers:

- Teach HIV 101 information
- Tools and resources: handouts, videos, demonstration models, pictures
- Share information about disclosure
- Provide information on support and educational groups

Jenny¹

Jenny, a HIV positive single mother of 3 just found out that she will lose her housing assistance in 30 days. She doesn't know what to do because she cannot afford the rent with out assistance. Moving in with her family is not an option either since all of her family lives out of state. To add to her dilemma, Jenny has been experiencing night sweats and painful tingling sensations in her feet when walking. Jenny's peer educator has been a tremendous support to her lately, so she scheduled an appointment to meet to develop a plan of action.

Discussion Questions:

- What community resources might the Peer Educator suggest?
- What information might the Peer Educator provide?
- What tools or resources would the Peer Educator use?

Sample Answers:

- Share information about managing medication side effects
- Encourage client to talk with healthcare provider
- Tools and resources: handouts, videos, drug charts, pictures
- Encourage client to talk with case manager
- Provide information on community resources

Bryson¹

Bryson is HIV positive, a successful attorney and lives a lavish life with his partner of 5 years. Six months ago Bryson and his partner purchased a new home in an exclusive neighborhood in their city. In the beginning things were great. They entertained their neighbors for dinner as often as once a week. It wasn't long when Bryson noticed that his neighbors were less and less available to visit. Then a light bulb went off in his head! Bryson remembered the day that his HIV medications were accidentally delivered next door. They were packaged in a plain wrapper, but he can't seem to shake the feeling that his neighbor knows his status. Bryson shares his concerns with his peer educator as he considers how to handle this situation.

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Discussion Questions:

- How might the Peer Educator address stigma?
- How might the Peer Educator address disclosure issues?
- What tools or resources would the Peer Educator use?

Sample Answers:

- Empathize with the client and share relevant experiences
- Provide information on support and educational groups
- Offer reading materials on addressing stigma and disclosure

¹ This module is part of the online toolkit *Building Blocks to Peer Success*. For more information, visit http://www.hdwg.org/peer_center/training_toolkit. These case studies and scenarios come from the Missouri People to People Training Manual, 2008.

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Sally²

When you arrive at the office, your co-worker tells you that your client Sally Brown stopped by and left something on your desk. When you get to your desk you see that she left you a birthday present.

Discussion Questions:

- How would you handle this scenario?
- What issues are involved in this scenario?

Sample Answers:

- If the agency has a policy then it is easiest to follow that policy.
- The client is less likely to feel rejected if agency policy is the reason and the issue is handled immediately and directly.
- It is important to look at the impact accepting a gift could have. In some cases a worker is later accused of favoritism toward that client.

India²

You are just finishing meeting with a client that you have known for a long time. As you are ending the conversation, she asks you “Can I borrow \$20 to feed the kids? I promise I’ll give it back to you next week when I get my check.”

Discussion Questions:

- How would you handle this scenario?
- What issues are involved in this scenario?

Sample Answers:

- If the agency has a policy then it is easiest to follow that policy.
- It is important to look at the impact lending money could have. Perhaps the client will feel uncomfortable if she can’t repay you and may avoid the agency.
- It is more empowering to the client as well as more appropriate in maintaining boundaries to refer the client to a food pantry or similar program.

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Mrs. Smith²

As you get on the elevator your co-worker spots you and says, “Can you believe that our client, Mrs. Smith on 125th Street had another baby?”

Discussion Questions:

- How would you handle this scenario?
- What issues are involved in this scenario?

Sample Answers:

- Confidentiality is a matter of respect and also a legal issue.
- Confidentiality should be strictly maintained.

Jose²

You and another peer are running a support group. Today your co-leader once again starts to use a personal story as an example. His story goes on for quite a while and he seems to be upset about the story he is telling.

Discussion Questions:

- How would you handle this scenario?
- What issues are involved in this scenario?

Sample Answers:

- This is a similar issue to disclosure. Disclosure should be for the benefit of the client.
- The peer is acting inappropriately.
- Try to steer the situation away from the co-leader and later speak with him about what happened.

² This module is part of the online toolkit Building Blocks to Peer Success. For more information, visit http://www.hdwg.org/peer_center/training_toolkit. These case studies and scenarios come from the Comprehensive Peer Worker Training, Peer Advanced Competency Training (PACT) Project Harlem Hospital Center, Division of Infectious Diseases, 2008.

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Andrea and Jennifer³

Instructions:

Peer Role: You are a peer advocate, Andrea. Jennifer, a woman who has been diagnosed with HIV for several years is referred to you by a social worker. The social worker told you that Jennifer is doing okay, but she is new to the area and feeling isolated.

Client Role: You are stable on medication. You just moved to the area and you told your new social worker that you are lonely. She referred you to Andrea, what she called a “peer advocate.” You are unsure what a peer advocate is, but you are open to anything.

Discussion Questions:

- What came up for you as the client/ as the peer?
- What was challenging?
- What did the peer say or do that made it easier for you as the client?

³ This module is part of the online toolkit Building Blocks to Peer Success. For more information, visit http://www.hdwg.org/peer_center/training_toolkit. These case studies and scenarios come from the Lotus Women’s Peer Education Training Manual, Center for Health Training and Women Organized to Respond to Life Threatening Diseases (WORLD), 2008.