




interrelate
recovery and wellbeing through hope and empowerment

**Ethical Guidelines and Practice Standards for
Organizations Hiring Peers**
at IIMHL, Manchester England, June 12, 2014

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Welcome to Interrelate! We are an international mental health survivor / consumer coalition. Our aim is to promote recovery and wellbeing through hope and empowerment. 



Discover Interrelate

Who we are, our history and what we do.



Meet our members

Mental health organizations and individual leaders from 9 different



Download resources

Papers we wrote on mental health leadership, peer support, recovery, and



What is Interrelate?

Interrelate is an international coalition of mental health service user / consumer leader organizations and individuals. It was launched in Canada in 2007 at the [International Initiative for Mental Health Leadership](#). For more information about the early days of Interrelate please read this [document](#) (format: PDF).

We connect members from [9 different countries](#). Together, we share a wealth of expertise in mental health, gained either through lived experience, education, work or often a combination of all three.

We ensure we keep in touch with our [regular skype meetings](#) and, every 16 months, we participate to an [international exchange](#) along with other mental health leaders from all over the world.

What does Interrelate do?

Interrelate aims to inspire hope and strengthen the capacity of people with mental health issues to lead national and international policy, and achieve recovery and wellbeing. It does this through creating a space to:

World Health Organization's Quality-Rights

“In many countries, the quality of care ...is poor or even harmful and can actively hinder recovery...[care is] intended to keep people and their conditions ‘under control’ rather than to enhance their autonomy and improve their quality of life. People are seen as ‘objects of treatment’ rather than human beings with the same rights and entitlements as everybody else..”

Proposal for International Standards for Provider Organizations Hiring Peer Support workers **by Interrelate**

Challenge: Throughout the world persons with lived experience are being hired to work as peer supporters... often facing difficulties because the host organizations do not understand the ethical guidelines that are the basis of the recovery journey

Response to this challenge:

To develop effective peer support roles, a universal set of practice standards for peer supporters is necessary to enable peer support and non-peer staff, ... to better understand peer supporter values, 1500 peers in the US, ...drafted a set of National Ethical Guidelines and Practice Standards for peer supporters. (Coordinated by National Association of Peer Supporters, NAPS)

Proposal for Implementing these Standards of Practice for Peers:

For Peer Support to be effective, provider organizations hiring peers need to operate by a set of Ethical Guidelines and Standards of Care developed by peers.

Standards for Organizations Hiring Peer Supporters

With nearly 1,500 peer supporters responding to surveys and participating in focus groups, 12 key values were identified and validated as a basis for this work. We used these ethical guidelines to create Standards of Practice for the organizations hiring peers

ETHICAL GUIDELINES	STANDARDS OF CARE
<p>Voluntary, minimally coercive</p> <p>Being coerced interferes with recovery. Voluntary services build trust</p>	<p>Support choice</p> <p>Alternatives to hospitalization; right to voluntary services</p>
<p>Nurture hope</p> <p>Believing that recovery is possible</p>	<p>Carry hope in your heart</p> <p>Bring in a culture of recovery</p>
<p>Be nonjudgmental</p> <p>"Meet people where they are at" even if the other person's beliefs are different</p>	<p>Withhold judgment</p> <p>Embrace differences as potential learning opportunities.</p>

ETHICAL GUIDELINES	STANDARDS OF CARE
<p>Be empathetic</p> <p>Emotionally connect by “putting yourself in the other person’s shoes.”</p>	<p>Practice emotional sensitivity</p> <p>Practice effective listening skills that are non-judgmental.</p>
<p>Be respectful</p> <p>Each person's voice in an organization and in the community is valued</p>	<p>Use curious inquiry</p> <p>Embrace diversity of culture and respect the rights of persons</p>
<p>Facilitate positive change</p> <p>Treat people as human beings, avoid degrading and be an agent for change</p>	<p>Educate and advocate</p> <p>Act as advocates and facilitate change</p>
<p>Be honest and direct</p> <p>Recognize importance of privacy, abuse, crisis and safety.</p>	<p>Caring and compassionate</p> <p>Compassionately discuss privacy, abuse, crisis, and safety.</p>

ETHICAL GUIDELINES	STANDARDS OF CARE
<p data-bbox="374 391 799 436">Optimize mutuality</p> <p data-bbox="198 472 969 511">Each person has things to teach and learn.</p>	<p data-bbox="1083 391 1580 496">Encourage giving and receiving</p> <p data-bbox="1045 536 1619 622">Honor a relationships of power-sharing and mutuality</p>
<p data-bbox="442 659 730 705">Share power</p> <p data-bbox="233 745 938 831">Sharing power so persons can express ideas and opinions, and contribute.</p>	<p data-bbox="1141 659 1522 705">Embody equality</p> <p data-bbox="1016 745 1649 831">Behave in ways that reflect respect and mutuality with those served.</p>
<p data-bbox="374 919 794 965">Strengths-focused</p> <p data-bbox="227 1005 948 1090">Each person has skills, gifts and talents they can use to better their own life.</p>	<p data-bbox="1051 919 1611 1025">What's strong not what's wrong</p> <p data-bbox="1016 1065 1649 1150">Don't fix or do for others what they can do for themselves.</p>

ETHICAL GUIDELINES	STANDARDS OF CARE
<p data-bbox="421 391 755 434">Be transparent</p> <p data-bbox="200 474 967 654">Be clear about the reality of the relationships formed, the channels formed with person, and what you can and cannot offer</p>	<p data-bbox="1031 391 1630 496">Set clear expectations and use plain language</p> <p data-bbox="1058 536 1603 668">Use language that is clear, understandable and value and judgment free.</p>
<p data-bbox="392 781 780 823">Be person-driven</p> <p data-bbox="235 863 937 995">All people have a fundamental right to make decisions about things related to their lives</p>	<p data-bbox="1076 781 1586 823">Collaborative planning</p> <p data-bbox="1010 863 1653 995">Encourage persons to decide what they want in life and how to achieve it</p>

Appeal to IIMHL:

In order to ensure that providers in our countries carry out these proposed Standards of Care, the mental health administrations of these countries need to develop a set of policies and quality improvement processes that reward providers that incorporate these standards.

Future Direction for Interrelate:

Reach out to other countries through issues of human rights, based upon the UN Convention for the Rights of Persons with Disabilities

Article 12 - Equal recognition before the law

1. States Parties reaffirm that persons with disabilities have the right to recognition everywhere as persons before the law.

2. States Parties shall recognize that persons with disabilities enjoy legal capacity on an equal basis with others in all aspects of life.