

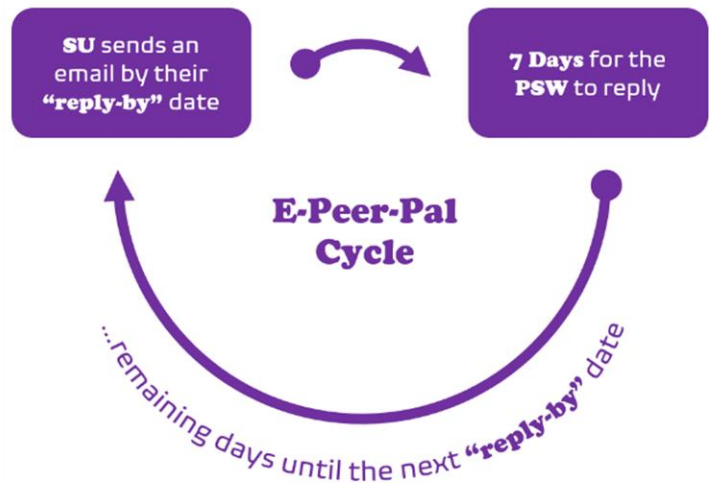
# E-Peer-Pal

## What is it?

- ▶ **E-Peer-Pal** is an email version of a pen pal

## How does it work?

- ▶ Emails are exchanged between a **Peer Support Worker (PSW)** and a **Service User (SU)** within an agreed timeframe
- ▶ The suggested timeframe is: **Once-a-month** (longer if desired)
- ▶ The **SU** will have an agreed **“reply-by”** date each month
- ▶ The PSWs will then **respond** within **7-days** of the agreed “reply-by” date



The **PSWs** can be **flexible** with the suggested timeframe, to account for things like: Seasonal festivities / Bank holidays / Unforeseen circumstances etc.

Also, if another timeframe suits the **SU** better (such as every 2 months, or quarterly) the PSWs will aim to accommodate this in their schedules.

## How does it begin?

When a Peer Support Engagement Questionnaire (PSEQ) is submitted, if **E-Peer-Pal** is selected as the desired option, the **PSWs** send out the **FIRST email** in due course:

This **FIRST email** will:

- ▶ Welcome the **SU** to E-Peer-Pal
- ▶ Suggest the **“reply-by”** date
- ▶ Double-check the answers from the **PSEQ** (as things can change)
- ▶ Include an attachment of our **Pathway Diagram**, and some supporting notes to read at your leisure
- ▶ **Remind** the **SU** of some key points noted in this document, specifically **confidentiality, etiquette** etc.

The **SU** will then respond by the agreed “reply-by” date, and the **E-Peer-Pal** exchange will have cordially begun! Hurray!

## What are the rules?

---

- ▶ The **Peer Support Workers** will dedicate the same amount of **time** to **E-Peer-Pal** correspondence, as they would for other formats of interaction (1-2 hours to include preparation and research if required)
- ▶ **Service Users** must be mindful of the **word count** of their emails – remember **PSWs** are giving you 1 month *at least* to compose it, but only have 7-days to respond. We do not want to impose a word count, but if we receive very long emails, we may struggle to reflect on all of your points
- ▶ Please **do not send** any emails with **attachments** – this includes imagery/gifs that can be pasted within the email body - our inbox would not be able to cope with the size and this could potentially stop other emails getting through
- ▶ **Language etiquette** – we are all grown-ups (or at least try to be) and provided the use of more “colourful” language is appropriate for the context, a few swears here and there will not offend us. As a general rule however, the **Peer Support Workers** will not use language perceived as swearing or inappropriate in our responses

## Hateful Language however...

---

Simply put... **hate is not tolerated in our Services.**

### **The Porterbrook Clinic is a Third-Party Hate Crime Reporting Centre:**

This means we can report any hate crimes or incidents **on your behalf** to the police. **If you** want to make a report, then we would be happy to support you in this. Remember, the police can't do anything if they don't know about it.

We operate a **zero-tolerance policy within the trust** which means we will not accept any abusive behavior toward our staff.