

Quick Reference Guide for Peer Mentors



Tips to Remember



Do not give medical advice.



Peer mentors are not counselors.



Do not share protected health information about your peer.

Mentors

- Meet with mentees at least twice a month, but no more than four times a month (or once per week).
 - Meetings could be in-person, or by phone, FaceTime, Skype, Zoom, or email.
 - At least one face-to-face meeting per month, if meeting every two weeks.
 - At least two face-to-face meetings per month, if meeting weekly.
- Listen to your peer's story.
- Share your story, if it relates to your peer's story.
- Ask how you may help.

Be a Good Listener

- Use good body language.
 - Make eye contact.
 - Provide feedback.
 - Pay attention.
- Ask open-ended questions.
 - Open-ended questions start with “what,” “how,” or “why.”
- Show you are listening.
 - Use verbal comments, like “yes” and “okay.”
 - Ask for information.
 - Do not interrupt while your peer is speaking.
- Provide feedback.
 - Reword what you hear to show you understand.
 - “What I am hearing is ...”
 - “It sounds like you are saying ...”

Sample Peer Time

- Start with a greeting.
 - Thank the mentee for making time to join you.
- Ask about self-care in the past week.
- Point out and congratulate good self-care.
- Check in about expectations.
 - Ask: “How can I help you?”
- Talk about one concern and how to address it.
 - Treatment options, vascular access, new to dialysis.
 - Ask: “What makes it hard for you to do that?”



Get Support From the Healthcare Team or Network

- If your peer wants to talk about feelings of depression or anxiety.
- If your peer asks for medical advice.
- If your peer talks about something that makes you feel uncomfortable.
- If you do not understand educational materials you are sharing with your peer.



Support Your Peer to Be Active in His or Her Care

- Explain shared decision-making.
- Share resources.
- Ask your peer what is important to him or her.
- Encourage your peer to tell the healthcare team about his or her values, opinions, and preferences.
- Help your peer to ask questions of the healthcare team.

