

Buddy Care



Peer-to-Peer is...

A form of peer support used to engage individuals during times of stress in which they sometimes need the support of a friend or a peer. They provide an early, pre-clinical intervention strategy normalizing the process of seeking help for distress.

Peer-to-Peer is NOT:

A therapy session

Being a "counselor"

A means of gossip

A way to unveil private or damaging information

Pressuring someone to seek treatment

Peer-to-Peer Interaction

- ★ Can come from a casual encounter or a formal request
- ★ Categorizes member's stress based on the Expanded Stress Continuum Model to identify, engage, and intervene
- ★ Identify immediate needs and any dangerous warning signs, using the Combat & Operational Stress First Aid (COSFA) model
- ★ Apply and utilize the Core Leader Functions to manage stress and develop resilience
- ★ Emphasizes terms of confidential communication
- ★ Use effective communication styles to find solutions (O-S-C-A-R Communication model)
 - ★ Ask open-ended questions
 - ★ Apply empathic listening
 - ★ Reinforce member's strengths
- ★ Consider adding additional services / team members (verbal consent required by individual)
- ★ Identify areas of support and connect them to resources
- ★ Develop a plan to address current problem or crisis
- ★ Always get permission from individual before disclosing information to Chain of Command (COC)
- ★ Follow-up —NOT a one-time thing, but an ongoing process

O-S-C-A-R Communication

Helps you ask, care, and decide if support is needed.

Observe

Actively observe behaviors; look for patterns.

State observations

Address behaviors only, just the facts without interpretations or judgments.

Clarify Role

Stating why you are concerned about the behavior, validates why you are addressing the issue.

Ask Why

Seek clarification; try to understand the other person's perception of the behavior.

Respond

Clarify concern if indicated. Discuss desired behaviors. State options in behavioral terms.

Empathic Listening

This involves not only hearing words but also putting yourself in another person's "shoes" to understand their perception of a situation. Empathic listening is not about "fixing" the problem. If it's real to them, then it needs to be real to us.

- ★ Perspective taking — Appreciate another person's reality
- ★ No judgment — Listen in an (active) and nonjudgmental way
- ★ Recognize emotion — Be sensitive to the other person's feelings
- ★ "Reflect" your understanding — Communicate (verbally and non-verbally) your understanding of what is being said

Connection to people and resources (warm hand off) and **Follow-up** are key aspects of Buddy Care. Individuals may be unable to accept help the first time and some may fall back into old patterns. **Follow-up** to ensure they have followed through with the resources, **Connections**, and recommendations to alleviate stress.