

# Peer Navigation FAQs

## What is peer navigation?

Online peer navigation is intended to provide one-on-one connection and emotional support. A peer navigator is someone who has lived experience of mental health challenges and has received peer support training. They can provide an empathic, non-judgmental listening ear. Where appropriate, they may provide guidance and suggest online resources and techniques to help you through stressful times.

## What can I expect from my peer navigator?

Respectful listening

Acceptance

Confidentiality (except in the case where you plan to harm yourself or others)

Understanding

Hope

Reassurance that you are not alone

Strategies and information to help you feel better supported

## What will our meetings be like?

It will be pretty close to how things would go if you were meeting them in person: Connect, Check-in, Be Heard, Be Supported.

## How often will we meet?

You and your peer navigator will decide how often you will meet. Some people may only need to connect once or twice; others may need ongoing support. To ensure we can support as many people as possible during this particularly challenging time, each meeting has a 45 minute maximum.

## What is Zoom?

[Zoom](#) is an online video conferencing platform allowing for face-to-face video, audio, and real time messaging on any device. Zoom can be downloaded onto a computer or smart phone. Here is a simple [Zoom tutorial](#).

## How will it work?

Appointments will be made via email or telephone. Your peer navigator will send you the Zoom link you will need to connect. We suggest being online a few minutes prior to your meeting; your peer navigator will start the meeting at the scheduled appointment time. For best Zoom picture and audio quality, a hardwired connection (via LAN cable) rather than a wireless one should be used if possible.

## Is Zoom secure and confidential?

Any internet-based platform is not 100% guaranteed to be secure and confidential. However, Zoom communications are established using 256-bit TLS encryption and all shared content is encrypted using AES-256 encryption. For more information on how Zoom keeps its clients information private, please visit <https://zoom.us/docs/doc/Zoom-Security-White-Paper.pdf>

By agreeing to use Zoom, you agree that your peer navigator and the Canadian Mental Health Association, North and West Vancouver Branch, should not be held responsible if any outside party gains access to your personal or confidential information by passing Zoom's security measures.

## What if I don't feel secure using Zoom?

If you are not comfortable using Zoom, you can take your session **by phone**. If both parties are using traditional landlines, this offers the least amount of risk for sharing sensitive personal information. If mobile phones are being used, it's best to be cautious and turn off other application settings (especially social networks), during the session.

## How should I prepare?

There is some prep work that needs to be done at your end in order to achieve as much as possible from our session(s).

1. Disconnect electronics that are using up your internet signal while in session. The less use of your wifi, the better the connection will be.
2. Try to have your area bright, with light in front of you, not behind you. If there is a lamp behind you, it will cause my video of you to be dark. Light up your face, not the back of your head.
3. Be comfortable, with boundaries :-). Many people will use their kitchen table or the couch. Go wherever you are comfortable. We understand that if you have kids, your safe spot may be your bedroom. No problem. Just be mindful and appropriate.
4. Don't worry if your house is a mess. We just care about you. We don't care what is in the background.
5. Turn off your cell phone (or at least the ringer)! Remember that the microphone on your computer or cell is very sensitive. Try to remove all possible distractions. The use of headphones adds additional security. Many people will go into their basement or some side room and close the door. Try not to be too far from your wireless router as the signal strength will weaken.
6. (If you have a dog) Put the dog away. For some reason, dogs tend to bark when they know you are doing a live video :-)

7. (If you have kids) Do your best to keep the kids away. This will be tough, especially with the kids not in school. To ensure your own privacy, try to make some arrangement to have kids safely occupied somewhere else so as to not disturb you. But your role as a parent comes first of course!

### What if we get disconnected?

If we get disconnected, your peer navigator will try contacting you again. It may be that you will need to turn off the video and just do audio if the signal is unstable. If the online platform still isn't working, they will call you.

### What if I need to cancel?

Please give as much notice as possible. You can send your peer navigator an email or call 604-704-8276. The voicemail is checked only a couple of times a week, so email is a better method.