**01 PEER WORK IS UNIQUE**
- Peer workers start with heart
- Use lived experience as a bridge to meet client needs
- Help clients break through barriers & discrimination
- Peer worker title can be stigmatizing, outing someone without context

**RECOMMENDED**
- Polices, protocols, operations handbook, & orientation for new hires.
- Use peer workers as mentors!
- Community network of resources
- Promote respect for peer workers to lead how they share their stories with others in workplaces.

**02 CREDENTIALS**
- Credentials often measure value in an organization
- Inequitable compensation, poor succession opportunities & turnover
- Feel isolated & misunderstood in workplaces
- Not always valued as a professional

**RECOMMENDED**
- Advocacy at systems & policy levels
- Educate about the role
- Continuing education about systemic discrimination in workplaces

**03 EMOTIONAL IMPACT**
- Feel isolated & misunderstood in workplaces
- Peer-client relationship can be challenging when client is struggling
- Prone to burnout – “clock out from their lived experience”

**RECOMMENDED**
- Minimum of 2 peer workers in a team
- Frequent supportive check-ins with leaders
- Community of practice with other peer workers & protected time for engagement

For more information about this event please click here.