



Survivors Offering Assistance in Recovery (SOAR) was designed by a national advisory team of health care professionals and burn survivors to provide a structured volunteer peer support program. This training program is designed to provide insight, knowledge, and communication skills necessary for the peer supporter to interact with families experiencing a burn injury. The program also enables the medical centers to create a pool of motivated and trained peer supporters with a minimum expenditure of staff resources.

A comprehensive manual and training program has been developed for both the peer supporter and the hospital coordinator.

A well-organized peer support program is a benefit for patients and their families, the hospital burn team and the person providing peer support.



RECOVER. RENEW. RETURN.

For further information regarding the SOAR program please contact:
 Pam Peterson, Associate Director,
 The Phoenix Society
 1835 RW Berends Dr.
 Grand Rapids MI 49519
 1-800-888-2876
 pam@phoenix-society.org

HOW TO START A SOAR PROGRAM IN YOUR HOSPITAL:

PRELIMINARY REQUIREMENTS

- Obtain letter of support from the Medical Director of the burn center
- Identify Minimum of 2 program coordinators (at least one coordinator must be a burn center staff member)
- Obtain financial commitment
 - One time training fee—\$2,000 plus travel and lodging expenses for three instructors
 - Annual SOAR support fee—\$150.00 (waived year of initial training)

TRAINING REQUIREMENTS

- 4-hour training course for program coordinators
 - Manual for each program coordinator
 - Opportunity to participate in national research group for SOAR
- 8-hour training course for peer supporters at your facility
 - Two national selected instructors
 - Manual for each peer supporter
 - Maximum class size of 20-25

TRAINING TOPICS FOR PEER SUPPORTER

- Information about the program, roles and responsibilities
- Models of the recovery process for patients and families
- The role of the peer supporter (boundaries, ethics)
- Working in a hospital setting
- Communication skills for peer supporters
- Communicating in a helping role
- Making referrals
- Handling difficult situations

TRAINING TOPICS FOR COORDINATORS

- Program start up responsibilities
- Writing a proposal
- Getting burn team buy-in
- Screening process for peer supporters
- Program Implementation Responsibilities
- Facilitating peer support
- Keeping the program energized
- Managing conflict
- Program evaluation
- Preparing an annual report

SUPPORT SERVICES PROVIDED BY THE PHOENIX SOCIETY

- Ongoing training
- Opportunity to train as an instructor
- Internet discussion forum for program coordinators
- Internet discussion forum for peer supporters
- Access to database information
- SOAR updates for those involved in program
- Access to additional Burn Support information resources (booklets, videos etc)