

PEER NAVIGATOR INSTRUCTIONS

This is also available on each match email under the volunteer link for easy access.

GOAL: To empower individuals with personalized information and resources, while providing support to help individuals make informed decisions with their healthcare providers and family.

DISCLAIMER: Volunteers are non-judgmental and do not provide medical or personal advice. The information provided in this program is not intended to replace professional medical advice. Read full disclaimer. <https://facingourrisk.org/disclaimer>.

TOOLS:

Review the following tools before a call:

- your match's profile with details about their situation and which topics interest them
- the volunteer web page which includes all peer navigator tools needed
- dialing out instructions
- tips and suggested call scripts for topics
- start and end call scripts

Use these **required email templates and reports** to communicate effectively with your match and FORCE:

- introduction emails to set up a call or to communicate by email only (look on profile to learn which way you match is interested in communicating with you)
- follow-up email
- unable to connect email
- close match report
- time-off notification

| Responsibilities | Deadline (close match within 2 weeks) |
|--|---------------------------------------|
| Accept or decline match | Within 2 days |
| Personalize and send introduction email | Same day you accept match |
| If match doesn't respond to email, call them utilizing the dialing instructions to set up a call (unless their profile says not to leave a voicemail). FYI - If you text, then your phone number will not remain confidential. So we don't recommend it. | Within 2 days |
| If no response after calling, personalize and send the "unable to connect email" and complete "close match" report. | Within 3 days |

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| Prepare for call by reviewing profile and calling scripts for topics they are interested in discussing. | Upon scheduling a call time |
| <p>Conduct call</p> <ul style="list-style-type: none"> • Follow the suggested call script talking points and utilize the tips. Tips are for your eyes only. Remember how you felt when you were going through a similar experience and how you craved support and resources. Use this experience, along with your active listening skills, to have a successful communication. • Call your match using FORCE's dialing instructions to protect your privacy and to not incur any phone tolls. • Stay focused on highlighting resources available and providing support, rather than reading word for word what is in the resources and on FORCE's website. Feel free to share your personal story, if it's relevant and if the caller has asked to hear it. Their guide provides more information than you may need to review, because it tries to cover all the scenarios a person may encounter. Personalize the call to the needs of your match. • Take notes during the call in case follow-up is needed. | Within 7 days if schedule allows |
| Personalize and send follow-up email | Immediately after call |
| Complete close match report | Immediately after call |

FAQs

How can I effectively share my story?

You can absolutely share your story and the decisions you have made along with your match if they have asked to hear it. Use your active listening skills to determine whether or not your peer is in a place to hear your personal story. It's really important that when you are sharing your story you are not providing personal advice and telling them that's what they should do.

Ask them if they are interested in hearing how you handled a certain situation. If they say yes, then you can say: "Please note that what I chose to do may or may not be the right steps for you. So please do not take this as personal advice. You need to talk with your doctors to determine what would be best for you knowing your personal family history, lifestyle and many other factors." Then you can share your story.

Is it alright if I want to stay in contact with my match and support them beyond the phone call? Yes. If you would like to stay in contact, you may do so. However, please know that it is not an expectation as a Peer Navigator volunteer.

What do I say if my match asks if they can continue to contact me by phone and I don't want to share my personal phone number? You have 2 options:

- 1) If you prefer not to stay in contact with them, you can say "The Peer Navigation Program is set up for a single interaction so we can support many individuals. If you would like ongoing support, please visit our message boards or reach out to local volunteers in your area."
- 2) If you want to stay in touch with them, you can say "The best way to contact me is via email. I will respond back as soon as I can."

What if I don't know an answer to a question? If your match asks a medical question, refer them to a genetic expert or their doctor. For all other questions, tell them that you will do some research and get back to them. In the close match report, state their questions and we will get back to you with answers.

If you have any questions, please send an email to pnnp@facingourrisk.org.