



Phoenix SOAR

Phoenix SOAR (Survivors Offering Assistance in Recovery)[®] 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.

For further information regarding the Phoenix SOAR program please contact:

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HOW TO START A PHOENIX 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—\$3,000 plus travel and lodging expenses for three instructors
 - Annual Phoenix SOAR support fee—\$300.00 (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 Phoenix SOAR
 - Maximum class size of 10
- 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
- Phoenix SOAR updates for those involved in program
- Access to additional Burn Support information resources (booklets, videos etc)