

## Wrap Up: Transcript

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>>BETH: Hello, everyone. Welcome!

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I am Beth Quarles, enabled board member.

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A facilitator of the call today. Thank you for joining us for our virtual

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preconference session 3.

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three. This is a part three series, we hope you have enjoyed

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all three sessions today. Please note that any session

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that is missed, the recording will be added

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to the conference website, so please check that

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back. Session 3,

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three, thank you for joining us or session 3.

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three. Wrapping up, taking home, and sharing.

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peer sharing. I want to mention a few housekeeping items, before we get started.

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First, when you scroll over the screen, a menubar pops up.

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Depending on what device you are on paid you can find

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that menubar at the top or at the bottom of the screen.

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That is where you will find the closed captioning for today's session.

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You can view the captioning by selecting the CC

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tab on the menu bar. For sign language interpreting,

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you can find the interpreters on the screen.

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If you would like to change the size of the screen,

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if slides are shown, you can select the line

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in the middle to make the slide or the interpreter

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For Spanish interpretation, please click on the interpretation button

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in your menubar.

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Find the global icon, you can then select

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Spanish if you want to hear only Spanish

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mute the original. If you have technical issues, please use the chat feature, you can find the word bubble

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in the menu bar. If you would like to turn the chat feature off,

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if you are using a screen reader, you can do that by pressing

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ALT+H like the H as in half.

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t. For question and answer time, please note the correct question and answer box

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is on the menu bar. Please only submit questions there.

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As they may get lost in the chat.

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To ask a question, or to make comments, you can also select

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that hand option on the menu bar.

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That allows us to know that you have a question.

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For those of you on the phone today, or using keystrokes,

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we ask that you press

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star9 or ALT+Y as in the year on your keypad

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\*9 or ALT+Y as in the year on your keypad to raise her hand prayed we will then let you know when you can

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unmute, you can select the unmute option, or

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star9 or ALT+Y as in the year on your keypad to raise her hand prayed we will then let you know when you can

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unmute, you can select the unmute option, or ALT+A as an Apple for using the keystrokes. Remember if you join

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into the conversation, please keep all background noise down.

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As much as possible to allow us to hear you clearly. I would like to turn it over to

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Linda Pogue and Kyle Kleist

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. Thank you.

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>>LINDA: Thank you, Beth. >>KYLE: Thank you, Beth.

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>>LINDA: I appreciate the introduction prayed this is Linda, I hope that

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while welcome everybody he was here. I hope we have some of our great contributors from

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session

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one about peers support and session to about the volunteer programs and recruitment.

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At this wrap-up session.

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I really really enjoyed all the comments and questions you have

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had so far. I hope that you will

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- you are here to join us and share again.

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I work at the Center for Independent living that serves metro Atlanta called

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disABILITY LINK, a retired from full-time work and do some very very part-time now, lovely stuff like this

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sharing time with you and my April friends. Thank you.

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PRIL friends. Thank you. >>KYLE: My name is Kyle Kleist, I'm the executive director at the

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Center for Independent living for Western Wisconsin. We serve ten counties in western Wisconsin. Our

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main office is a Menomoni located an hour straight east of Minneapolis-St. Paul.

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>>LINDA: Well, I'm happy to be here.

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With Kyle. We are interested in hearing from

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with Kyle. We are interested in hearing from you further, so we have a few questions with regard to

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peer support. The topic of

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the first session earlier today.

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But we are happy to discuss any aspect

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of peers support that we didn't quite complete

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in our earlier conversation, or you felt you had something else to say

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, we would like to hear from you, very much.

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As we say, we call this the wrap up, take-home, and peer sharing. You

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have done great sharing already but we would love you to do some more if you're up for it.

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>>KYLE: So the first question Linda and I wanted to ask people, is what makes peers support worthwhile?

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You know, I loved a lot of the comments earlier about lived experience. Because for me, personally, that is

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what Pierce support - what makes peers support worthwhile. I had a mentor

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peer support - what makes peers support worthwhile. I had a mentor 30 days in rehab following my spinal cord

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injury over 30 years ago, and it was a gentleman who had been in a wheelchair for 20 years already.

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So, I always considered it paying it forward so to speak.

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But like I was talking about earlier, I was recruited, one of my first things to be AP room mentor

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in independent living and have had the opportunity to do that a number of times.

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a peer room mentor in independent living and have had the opportunity to do that a number of times. I've had

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the opportunity when I was a peer support coordinator to recruit other persons with disabilities with great

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lived expenses. That they were able to share with other persons, and just the opportunity, I mean,

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especially around advocacy and other things as Linda had talked about earlier.

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A lot of the great advocacy work and stuff that we had done

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it's really kind of, has come around about peers support and other things.

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So what do other people think, what makes peers support worthwhile?

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Feel free to chime in, sorry, it's been a long day.

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>>BETH: I have a comment from Jake Morris.

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It's let the consumer feel heard and understood.

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>>KYLE: A wonderful comment.

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>>LINDA: A good start, yes. >>KYLE: Yes.

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>>LINDA: All of us want to be heard. >>KYLE: Yes Pete

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>>LINDA: Sometimes in the disability community we haven't been allowed to be heard so we want to make

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sure we give that opportunity.  
about

>>KYLE: Definitely a way of connecting people, we talked

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that so much in rural areas free to love the way so many of the rural centers have chimed in today

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to talk about how connecting people in rural areas could be difficult, but

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how much using technologies brought people together.

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>>LINDA:

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For me, a couple of things that I think about when I think about

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peers support being worthwhile,

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I would say the most incredibly worthwhile, because we notice a very powerful tool

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, it's obviously a core service for those of us

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support being worthwhile, I would say the most incredibly worthwhile, because we notice a very powerful

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tool, it's obviously a core service for those of us at centers for independent living but I like to think of it as a

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tool towards the other goals that people have, maybe not so much an end in itself.

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One of the things that I like to talk about



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in the peer support training I facilitate, is that

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what you can expect from a peer

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who has lived experience, is much more likely to be

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empathy rather than sympathy.

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Empathy is a much more empowering experience

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than sympathy. That

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alone, to me, makes peer support programs worthwhile.

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I mean, we do peer support all over the place and centers for independent living, don't we? We are peers

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supporting each other right now, center to center, individual to individual.

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We do in full mode peer support where we might just share some information and resources to somebody that we

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happen to be talking to. Excuse me. (Coughing) Or we might have

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more, I will have to take a drink, sorry. >>KYLE: No.

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>>LINDA: I will stop talking here.

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>>KYLE: Not a problem. Linda, you make a great point because I was talking earlier about that I am have a

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staff that is doing an adaptive game event and a lot of that is

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peer support two. Bringing disabilities together and maybe just around playing world

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Of War Craft

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World Of War Craft but it's still peer support so really is an opportunity for individuals with disabilities, and

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a lot of times across disabilities to get together and engage with one another.

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>>LINDA: That makes it more understanding within the disability community, so that we can be

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more supportive of one another and more powerful as a group of people, as

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we for our needs. Sorry about that.

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We had

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informal, formal, peer support, programs, we have peer-to-peer programs that

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APRIL is so good at facilitating. Peer support is all over the place.

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I would say where else can you get peer support? There is not very many places in the world

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that peer support is emphasized

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, as it is in independent living. Obviously we know about all kinds of recovery groups that use peer support

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methods, but it is not everywhere in the world.

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Most of the world, I feel, once they tell people what to do, not listening to what they are thinking about.

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>>KYLE: A wonderful point. I love it earlier that somebody brought it

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back to not only is it a core service but why is it a core service.

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So yeah, between one of the core services because

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peer support is so fundamental in allowing individuals with disabilities

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and lived experience to connect and share that experience.

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I love this next question, this is one of Linda's because one of

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the largest barrier to have a peer support program of your dreams.

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Think big, if you were, I mean, folks if you are to have the peer support program

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of your dreams

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, so let's say you have unlimited funding. Maybe unlimited funding is the barrier

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, so what do you think is the largest barriers out there right now?

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To really having some great peer support programs?

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We would love to hear from people, I noted

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know it has been a long day in the late afternoon.

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>>LINDA: For some people it's late afternoon, for some of you does

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quite earlier in the day so we are expecting more energy from you. (Laughing).

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>>KYLE: Please raise your hand

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and feel free to speak up or put comments in the chat. >>BETH:

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We had a person raise their hand, but I did not see where

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the hand was raised from. >> That would be

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Renata, go ahead.

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>> Thank you

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, Abby.

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I think I have, or I feel it is to answers, I have two answers.

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I would say one

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being funding, and then

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for me, I think the other part is just

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securing the volunteers

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because it is so hard right now. Like some volunteers are gung ho and ready to go. Then you have some that

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are still a little apprehensive, and again

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I think due to COVID and other things.

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Now you have the whole monkeypox thing

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, situation going on. I think especially for the senior volunteers, that

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you may acquire,

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and it's still a little difficult for some of them.

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They are still a little apprehensive, so those would be

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the two biggest things, I think that would be barriers that

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I can think of. Me, personally,

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I love the whole peer aspect person, like I am the volunteer

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, I volunteer outside of work, just

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that is my whole hobby life, I guess.

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So I love it, and when we were going through COVID

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and that, that was one group, that was one of

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the services in the groups that

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I was really worried about, just because I know

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that for some of these individuals, it's the only outlet they had. It's the only time

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that they have to really interact with their peers

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, and really be heard

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about things, and get their frustrations out sometimes.

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Sometimes that happens too, and that is another one of those things

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that can be said amongst your peers, but maybe not around your family, or close friends so much.

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>>KYLE: Thank you. >>BETH: We have

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Jake Morris and Bob Creighton.

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They both agreed that it is funding

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. Then also, we have one

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, Jake also said our biggest barrier would be that counting myself,

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my CEO, has four employees. Though we are currently looking tired

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, an IL specialist.

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Another comment was from Joel, education, understanding in a role area of what peer support is all

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ural area of what peer support is all about.

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Then, I'm sorry. >>KYLE: Go ahead, keep going. >>BETH:

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Use leading to everyone is funding and human resources.

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Youth leading to everyone is funding and human resources. Then Jordan Hayes, staff time is a barrier with

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our smaller SC IL and our small team is being pulled

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C L and our small team is being pulled to other core services, and in more demand.

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IL and our small team is being pulled to other core services, and in more demand. And that is -

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>>KYLE: Yeah, Linda that was going to go to my next comment was staff timing.

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Having the staff time to devote to peer support a lot of times takes a backseat when you're doing a lot of IL

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skills training prayed when you're doing a lot of some see IL

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CIL are doing advocacy work and other things. So yes, a lot of times it does. That is hard to dedicate that

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. When you're doing a lot of some CIL are doing advocacy work and other things. So yes, a lot of times it

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does. That is hard to dedicate that staff, and especially with the smaller locations. We have somewhat smaller

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skills that you have five or six IL staffed, and everybody is busy.

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It is hard to fit it in. The pandemic didn't help.

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It was, for our center, the CARES Act funding, it was a lot of extra work that went on to our IL

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staff as well.

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Getting out there, meeting the needs of people,

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but we needed the CARES Act funding during the pandemic.

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Yeah, staff time, resources, and funding goes a long way. So my advice there, is

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boy, let's advocate like hell

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when it comes to the Senate version of

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WEOLA and get the independent increase for independent living.



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Higher than the house version P let's go for 250 million, which is like

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. Let's go for 250 million, which is like I'm thinking maybe that will meet in the middle, but yeah on top of so

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many independent living centers, not getting the extra funding for the fifth core service of transition

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, we are still struggling with providing that

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core service of peer support.

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>>LINDA: It's been my experience with, especially with smaller and

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medium-sized centers for independent living, that it is sometimes difficult to get together the resources that are

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required up front for programs that can be as worthwhile

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as volunteers or programs.

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They do take time and effort

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programs. They do take time and effort from before they start running, making sure that you've got the

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peer programs. They do take time and effort from before they start running, making sure that you've got the

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everything sorted out. That can be quite a challenge when you are already pulled, as you say, in many different

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directions. Some just see more immediate than others and we are living through a pandemic and we know

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we need to respond to people in that way. So it is a challenge. No doubt about it.

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>>BETH: We have two more comments.

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>>LINDA: Okay, great. >>KYLE: Please, yes. >>BETH: Use leading, lack of

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Youth leading, lack of technology to clone myself (laughing). Then Jamie

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Whitefield, the rural aspect is the second barrier

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. Our center covers seven counties

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in the tiniest area of the state. Transportation county to county is limited.

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A lot of elderly population.

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>>KYLE: Yes, absolutely. We have one

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center here in Wisconsin that believe it or not covers 17 counties. Most of them predominantly rural.

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But you bring up, I was surprised to many people one of the takeaways from today I heard is the difficulty when

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it comes to youth.

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Of recruiting youth and programs.

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Is that something you have heard today, Linda? >>LINDA:

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Yes, for a lot of reasons, clearly. But we want

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to support our youth. They are our future after all.

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But youth have other things going on like school, college and so on

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that takes up a lot of time and energy.

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To me though, one of the biggest barriers

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to peer support is that people don't know what it is. They have not experienced it before,

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so it is my experience

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that our consumers don't necessarily

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know to say I would like peer support, they don't ask for that because they don't know what it is.

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And our volunteers don't say I would like to be a peer supporter, at least not in those terms

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because those are not words that are used that much in the world that is not IL.

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So I think that that is a challenge for people.

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It is our challenge then to receive those

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requests,

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and develop it into the program

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that we want whether it be a volunteer program, or

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the peer support program or something like that. >>KYLE:

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I had been on an IL you

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U webinar earlier with Paul McAbee when we were talking about centers doing reviews.

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There is nothing really in the regulations around peer support. So,

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that is why centers, a lot of centers do peer support differently

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and track it differently.

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I am not calling for more regulation, gosh no. I love the fact that

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so many centers and what we have heard today, do some really unique things

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and in unique ways of providing peer support.

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Many have gone to do it in a lot of groups using zoom, and other platforms.

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It is just great to hear that it is being done and that people

00:22:37.000 --> 00:22:43.000

Zoom, and other platforms. It is just great to hear that it is being done and that people are focusing on it,

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just as our center is trying, we engage when it comes to peer support or as we are calling it a partnership.

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>>BETH: We have another comment.

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Grant, creativity is the big positive

00:22:54.000 --> 00:22:59.000

eer partnership. >>BETH: We have another comment. Grant, creativity is the big positive

00:22:59.000 --> 00:23:02.000

in the rural area and we are only limited by our imagination.

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The second one is from Maria, we cover six counties

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in

00:23:08.000 --> 00:23:12.000

and five of them are rural. Transportation

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and Sulfone Wi-Fi services to be able to join zoom activities

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cell Wi-Fi services to be able to join zoom activities, then they ended.

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Okay, we come - okay.

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This is from Karen, I incorporate

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peer support in my IL

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and transition classes, fortunately

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I get to go into the local schools in the five counties.

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We cover, we are also about

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e cover, we are also about ten rural areas.

00:23:53.000 --> 00:23:56.000

we cover, we are also about ten rural areas. Second, DN, Pierce supports are just as important as natural supports

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for our consumers.

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>>KYLE: Wonderful comments.

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So, what do people think are the most surprising elements of peer support programs?

00:24:15.000 --> 00:24:21.000

>>LINDA: Let me check the chat

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while people are putting their thoughts together in the chat or the Q&A. That I think

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at while people are putting their thoughts together in the chat or the Q&A. That I think the most surprising

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is when people are introduced to it, they use it beautifully

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. I still say the barrier is

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knowing about it, recognizing it as a powerful tool that it is.

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Once people have had that opportunity,

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how wonderfully useful it is to empower all of us

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one at a time and as groups

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to get on and live the life that we want to live.

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>>KYLE: You know, I will add I think one of the surprising elements

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is it helps to wring people to independent living, like myself. First being recruited as

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a peer support mentor and finding my way to working

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at an independent living center or being involved in my state

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independent living Council, or on the board by independent living center.

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So a lot of different ways to serve

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IL, not just at the center itself but it's boards, and the state independent living councils. So glad to see we

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have so many that were on today as well.

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Other thoughts from people, some surprising elements of Pierce support

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programs? >>BETH: We have

00:25:43.000 --> 00:25:54.000  
Joel's hand is up.

00:25:54.000 --> 00:25:59.000  
>>

00:25:59.000 --> 00:26:03.000  
Hi, this is Joelle with Wyoming independent living. One of the most surprising

00:26:03.000 --> 00:26:07.000  
elements about kind of redoing our peer support

00:26:07.000 --> 00:26:09.000  
programs and groups was just finding out how

00:26:09.000 --> 00:26:10.000  
le's hand is up. >> Hi, this is Joelle with Wyoming independent living. One of the

00:26:10.000 --> 00:26:14.000  
most surprising elements about kind of redoing our peer support programs and groups was just  
finding out how really

00:26:14.000 --> 00:26:17.000  
quality conversation comes about when people are doing

00:26:17.000 --> 00:26:21.000  
anything from art,

00:26:21.000 --> 00:26:25.000  
or adaptive painting, or

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we have adaptive cooking classes, things like that

00:26:28.000 --> 00:26:33.000  
. Just a natural conversation that comes about. People in peer support

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,

00:26:36.000 --> 00:26:41.000



has been a really great aspect to our programs.

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>>LINDA: Thank you, Joelle. Yes, as I say it happens over

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all over the place, this peer support whether it's labeled that or not. >>KYLE:

00:26:50.000 --> 00:26:59.000

You're absolutely right, I look at the event we do with our

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fishing and boundaries, the number of individuals with disabilities that come out on a yearly basis. The

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friendships and networks they made and the peer support that goes on at those activities.

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Other ones we do around advocacy and other stuff like that, those are, a lot of those

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natural events we do at independent living are also peer support events as well whether we recognize that were

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see that as well. >>LINDA:

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I don't know how surprising this is, but it was certainly powerful for me. Early on

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in our developing peer support training, we did some evaluations

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of different types of training and different situations.

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There was this particular gentleman who had lost his sight through an industrial accident,

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and he came to a peer support training, and he put into words

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perhaps what other people have felt.

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He had said something, and

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I it wasn't exactly like this but something along the lines of,

00:28:04.000 --> 00:28:10.000

"I really thought I had nothing to offer the world anymore. Now I know

00:28:10.000 --> 00:28:18.000

that I have plenty to offer the world.: That was obviously

00:28:18.000 --> 00:28:23.000

" That was obviously really touching to hear somebody make that powerful revelation, and we know that is true

00:28:23.000 --> 00:28:31.000

of other people, who participate in peer support, there is this wonderful mutual beneficial aspect of peer

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support. It's not about one person getting in one person receiving, it is more like

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Kyle was saying, a partnership where people share different aspects of their experiences

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that might be useful to the other person.

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>>KYLE: Onto the last question,

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what do you want everyone to know about peer support programs?

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So what would be the way, the way we want everybody out there who doesn't know about independent living

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, and we want to educate them, what do we want them to know about peer support?

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Feel free to throw your comments

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into the chat on that one. I would love to hear it. I have my own thoughts of course, but I would love

00:29:13.000 --> 00:29:17.000  
to hear from everybody else on what you think.

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If you had a chance, what do you want people to know about peer support?

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If you are trying to sell it to people. Here is your chance to be a salesman.

00:29:25.000 --> 00:29:30.000  
You want to sell peer support, what do you want to say to people? >>LINDA:

00:29:30.000 --> 00:29:35.000  
Help other people to in the process of developing that peer support.

00:29:35.000 --> 00:29:40.000  
>>KYLE: For me, I will be honest, it was I had something to give. The

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person I had met with, the ritual at the time was the resource

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counselor. Hearing from him and him saying Kyle you have so much to give, you've done this, your independent,

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you're going to college and doing this. You have so much

00:29:54.000 --> 00:29:55.000  
it Rich at the time was the resource counselor. Hearing from him and him saying Kyle you have so much to give,

00:29:55.000 --> 00:29:58.000  
you've done this, your independent, you're going to college and doing this. You have so much experience,

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lived experience that you can share with other people, nobody had ever said that to me before.  
That I got

00:30:04.000 --> 00:30:08.000

something that I should give back. So that was really important to me.

00:30:08.000 --> 00:30:13.000

That is what I want other people to know, is that individuals with disabilities have something they can

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give back, they have that lived experience. >>LINDA:

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That is not available anywhere else, I would like to add.

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Yes, we can have professionals and families

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, family members in our life and we appreciate the assistance they might provide. But that is not the same as

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peer support. Of course - . >>KYLE: I was just going to say Linda, it comes free of charge two.

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oo. I don't know any centers that charge for peer support.

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So like all of our other platforms out there, this one is free of charge.

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Your ability to get out there and meet with and talk to other individuals with disabilities that have the same

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lived experience. >>LINDA: It's another eye-opening bargain.

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>>KYLE: Yes, a great way of saying it.

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>>LINDA: Anybody else want to add - please go ahead. Sorry.

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>>BETH: That is all right. We have a confident

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ment from Mary. Building confidence and social skills.

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Then Raton

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a - . >> Run out of. >>BETH: It's definitely needed

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now more than ever, and could make such a difference for

00:31:30.000 --> 00:31:36.000

. >>BETH: It's definitely needed now more than ever, and could make

00:31:36.000 --> 00:31:37.000

onata. >>BETH: It's definitely needed now more than ever, and could make

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such a difference for for persons with disability. >>LINDA: Here here, thank you.

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>>BETH: With disability and the way that they view their quality of life.

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>>KYLE: Definitely. >>LINDA: As we know,

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some of the experiences that people are sharing have been tough ones

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, and it is great stats

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. Those experiences can be used not just by the

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experience firsthand, but the people who are also sharing that information or receiving that information.

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One of my favorite phrases I like to use regarding peer support is,

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that peer support

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expands opportunities and explores alternatives. So so many people that we meet

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feel like they might be stuck, they are not going anywhere

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, they haven't,

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the Roberts independent living is the idea that everybody has a future.

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We know sometimes that people don't feel like they have a future.

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The capacity for peer support

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to expand opportunities and explore alternatives

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have been, I think that is it, that is what we do. We help people get unstuck

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and get on with what they want to do in their lives.

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>>KYLE: So should we move on to the wrap up on volunteers? Do we have

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any more comments? >> Linda and Kyle, I put this in the chat. This is Abby.

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You did, there was a question from the first session today that you said we could come back to this afternoon.

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>>KYLE: Sure. >> In appear support group

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setting, how would you handle a participant who changes the topic of conversation to religion and wants to

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share his or

00:33:31.000 --> 00:33:36.000

her faith as well as pray for the group out loud? >>KYLE:

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I've always come across the situations in! Of the person, it's like look, I understand and respect your

00:33:40.000 --> 00:33:46.000

religious beliefs but at the same time you need to respect other people's religious beliefs as well.

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So people might not be as comfortable with that, so I would ask you to please withhold from doing that.

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So that is generally how I would approach it with the individual

00:33:58.000 --> 00:34:04.000

. Let them know I'm being respectful of their beliefs but at the same time, maybe they need to be respectful of

00:34:04.000 --> 00:34:08.000

others as well. >>BETH: We have another in the chat.

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Karen, I would want people to know that what each person has to say

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is important just as who they are

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is important. >>KYLE: Well said.

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>>LINDA: Nicely put, thank you, yes. I would just like to add

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something with regards to the question from the first session. That is,

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why it is a good idea to have guidelines

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for peer support, whether it be individualized or in a group

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. Certainly in a group that is repeated

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in each group, to remind people about how

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they can respect one another, and that might include the group members that can

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decide what they would like to have in that guideline.

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That might include something about the sharing

00:35:01.000 --> 00:35:06.000

of religious or faith personal experiences

00:35:06.000 --> 00:35:12.000

or along those lines. >>KYLE:

00:35:12.000 --> 00:35:18.000

I ask people - pre- >>LINDA: Guidelines beforehand, that's what is trying to say.

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>>KYLE: Thank you, Linda. I was going to say I do the same thing with politics as well.

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We talk about politics and religion and I ask people to do the same thing.

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If you have strong political beliefs, please keep those to yourself because you know, your beliefs might be

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contrary to what the person in your peer group relationship with

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, and you're not here to discuss politics. So. >>LINDA:

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That is how where good peer support training can be useful.

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So if you are facilitating, or providing peer support that you have some

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ways of dealing with boundaries,

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and those kinds of things.

00:35:58.000 --> 00:36:01.000

Before you have even started to get into that tricky situation.

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I hope that is useful. >>BETH: We have two comments. Agree

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, the guidelines

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set - goodness.

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It jumped up on me, I am sorry.

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A great, guidelines set in advance of the religion and politics

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comes up, that is from Diane.

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We have Bobby Creighton, yes Kyle, and we have

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Dickie. Everyone has something to give

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and getting out of one's self

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, and working with others gives us purpose. Joy

00:36:39.000 --> 00:36:43.000

and seeing the bigger picture of life, and we see what is working together

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with others like minded.

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>>LINDA: Appreciate that.

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>>BETH: People can accomplish, one of my favorite quotes is, "

00:36:57.000 --> 00:37:01.000

unless someone likes you - unless

00:37:01.000 --> 00:37:05.000

someone like you cares a whole awful lot

00:37:05.000 --> 00:37:13.000

, nothing is going to get better. It's not.

00:37:13.000 --> 00:37:21.000

" - Dr. Seuss. >>KYLE: I have not heard Dr. Seuss

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quoted that, that's wonderful. >>LINDA: Thank you Beth, I appreciate that.

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Volunteers and volunteer programs for the first question, what makes volunteers worthwhile?

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I would like to say something

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while people are thinking.

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One of the things that people say

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I say too much, but I do say it is a lot then, is

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there are far too many people with disabilities sitting at home watching TV.

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So peer support, volunteer programs

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, one of the many ways or two of the many ways I should say, that

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we can change the energy around that, that people are not just sitting at home watching TV.

00:38:08.000 --> 00:38:15.000

That they are participating in the world as fully as they wish to. >>KYLE: Yes.

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Thank you, Linda. Allowing people to connect.

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>>LINDA: See the big picture, the other quote said "seeing the bigger

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picture " beyond your own personal situation.

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>>BETH:

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- . >>KYLE: For our center, it is not only, our volunteers have the backbone

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of the driver program as well, but the volunteers

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, they get so much out of it as well, they really do. It is really great to see that

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, that not only are they providing us with such a great service, but

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that they are really getting something out of it from themselves as well personally.

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>>LINDA: Yeah, I mean my mom and dad taught me the more you put into

00:39:05.000 --> 00:39:09.000

something, the more you get out of it. So that is true of volunteer programs and peer support.

00:39:09.000 --> 00:39:14.000

Put energy into it and you will get twice as much back out.

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So, do we have any thoughts on what makes volunteering worthwhile?

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Or maybe the next question, what is the largest barrier when using volunteers? Anybody who would like

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to share their thoughts on that? Your thoughts would be most welcomed.

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>>KYLE: I know a lot of people have pointed it out before and I

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was glad it was brought up, was the insurance issue when it comes to using volunteers. Your center

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makes sure, many times I am sure, that you will have a number of policy.

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Many times I'm sure you have policies that cover your board as well.

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So, but yes,

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our umbrella policy here at SOW

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covers the volunteers that we use, but also within our drivers as well.

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W covers the volunteers that we use, but also within our drivers as well. Other ones?

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>> We have - . >>BETH: We have some comments. Okay?

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I will start with Caitlin, we don't always have

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follow-through with consumers using our services.

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So it makes it difficult to promise a volunteer that they'll have consumers

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following through to keep the volunteer active.

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Then we have another one, community outreach

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and through the lack of someone to direct and manage the volunteer. Then

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on the comment prior to what you're discussing,

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Bob was saying in recognition of world mental health day.

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He had a statement prior to that.

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It was,

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"now more than ever is the time for connection, kindness, and action.

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We are all in this together, and together.

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We heal us. Mental health, mental health awareness

00:41:23.000 --> 00:41:26.000

, be kind,

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remember connect world.

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" That is all connected to the mental - world

00:41:36.000 --> 00:41:40.000

mental health day. >>LINDA: Which it is today, thank you.

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>> Caitlin, I saw

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that you just put something in the chat. I saw that you also had your hand up.

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If you are interested, would you like to speak out, if not, that is fine. All right, let me

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Kaylynn, I saw that you just put something in the chat. I saw that you also had your hand up. If you are

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interested, would you like to speak out, if not, that is fine. All right, let me - .

00:42:01.000 --> 00:42:08.000

>>BETH: I can read. Our job teaching transition students. >> No.

00:42:08.000 --> 00:42:11.000

>>BETH: Sorry. Kaelin is on. >> Is just going to say similar along the lines

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to what I said in the chat is, with us teaching

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transitional age students, having volunteers is kind of a struggle sometimes because

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ylann is on. >> Is just going to say similar along the lines to what I said in the

00:42:18.000 --> 00:42:21.000

chat is, with us teaching transitional age students, having volunteers is kind of a struggle sometimes because

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we have to make sure they are cleared for being entered into the school and that they have familiarity working

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with kids, especially kids with disabilities. Some people don't, it might be a good teacher but not

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might not be a good teacher with students with disabilities.

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might be a good teacher but might not be a good teacher with students with disabilities. We have to make sure

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they are able to do it and they are comfortable with doing it because people are somewhat a little less

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comfortable in situations in a moderate class, or if something is going on.

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Like they may not know how to handle an upset student. >>LINDA: I can see that Kaylynn

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, that the schools adding another layer of complexity to the process

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. >> Kind of like how the insurance is for drivers, it's the

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same. They have to have a clear background check, they can't have anything going on

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, but something I was going to say about volunteers in general

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and our peer support is, we love having them come to class.

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Our peer supporters, you probably met a few of them because I think you do our peer support classes

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. (Inaudible).

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But I love having them come to class

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with us, because you know, even though I am the TA

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or the one running the class, I will absolutely hand it off to the peer supporter

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if they want to talk about bullying or certain subjects that they are more familiar with than I am,

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I love giving them that opportunity to use their voice and be able to speak up. Because sometimes it means

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I see the kids faces light up when they see them get to talk about all these amazing things

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, and it's really an awesome thing to have them with us. I am so thankful for them.

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>>LINDA: That is great, thank you Kaylynn. Yes,

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people know when you are speaking with some authenticity, they understand if you really have experiences or just

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talking. There's a difference. >> Absolutely.

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>>KYLE: Kaylynn, you brought up one of the things is having too many

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hoops to jump through so to speak. We had a community attribute program and part of the things

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was our mentors would go into the jail to meet with people.

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Well let me tell you, the hoops that they had to jump through and everything they had to go through just

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to get into the jail, it was a turnoff to them and they were like it is just

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- the paperwork into the thing else, the treatment is you know,

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I really love to volunteer but just not with this program. So, yeah.

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It was, we tried to smooth things out with the jail but they had their procedures and they were going to

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change. >> Right, that is how it is with the school district as well.

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They're not willing to budge, they have to have background checks, you know

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, that is something we can't pass up. >>LINDA: Yeah.

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>>KYLE: I see our time is running short.

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I wanted to ask a question, what are some ways you could use volunteers at your center? We have been talking

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about volunteers today.

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Have people had a chance to think of what are some of the ways that we could use volunteers

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that we haven't? One of the things

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that I am always impressed by his when I was working with steppingstones, one of the resources I included earlier

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was the program is food pantry, as a homeless shelter as well, they said

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once people come in and start volunteering, they get hooked. They just love to volunteer.

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So you know,

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stones, one of the resources I included earlier was the program is food pantry, as a homeless shelter as

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well, they said once people come in and start volunteering, they get hooked. They just love to volunteer. So you

00:45:48.000 --> 00:45:52.000

know, if we can hook people and get them to volunteer if we have some great programs, I talked about how

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much our drivers enjoy volunteering

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. What are some of the things that we can use volunteers for in our

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centers? >>LINDA: If you are thinking about IL

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and peer support

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, volunteers would be very good to organize volunteers, would they not?

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In that way of thinking, not that that would exclude obviously efforts to

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o but it's a thought. >>BETH: We have one

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, we have used retired veterans

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to help build ramps for consumers before.

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I love volunteers but sometimes it is

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a long process to get them able to be volunteered.

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>>LINDA: I like that, thinking about

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home modifications, yes Pete we have used volunteers many times for that, you are right.

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And, yes. >>KYLE: I hate to say it but one of the things we have reached out to,

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is we have the Chapel Valley builders which serves a number of builders

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in our area. They were doing some ramps and stuff for us but one of the things they wanted was to be able to

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advertise that they do that. That they help people out in the community, it's like you go ahead, advertise all you

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want as long as we get the free ramps, I'm okay with that.

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But they don't do that as much anymore, I'm sorry to say.

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If there are people that are out there volunteering, like I said, recognition goes a long way.

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>>LINDA:

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And for that example you just said before, Kyle, recognizing the mutual benefit

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in relationships that work. If that organization

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, the building company needs to use that

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for their advertising, so be it as long as it is working and a benefit for IL

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on the other end.

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It's a win-win as they say. >>KYLE: Yes.

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You know, I suppose ways you could use volunteers,

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but it goes with our last question, what are some volunteer programs you can develop?

Throughout their.

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re What are some programs you currently don't have but there is a need for, similar with what we did with

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transportation. We knew there was a need for transportation

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, and our solution was using the volunteer drivers

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. It took a long time to develop but what are some programs out there that you could use volunteers for then?

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That aren't existing today. Besides peer support. >>LINDA: How long did your

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volunteer driver program take to develop? Can you answer that question off the top of your head or is it to

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dated? >>KYLE: It's been about 20 years now going strong but it took us

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, to where we were providing services even just our ten counties it was probably about six years.

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So five years, it took a while to grow from a few drivers

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A lot of work, like I said, goes into recruitment. Figure that staff

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going into it

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, but the payoff, I mean Linda you talked to me before about not just looking at the staff time involved but

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the payoff that comes from that. >>LINDA: Yeah.

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Seeing the bigger benefit. Yeah.

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So any thoughts about volunteer programs

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that you'd like to develop or are developing?

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Any thoughts about volunteers in general?

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Any comments on anything that we have spoken about so far?

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Anything you would like people to know?

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I have to say, I

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am really really appreciated the thoughtfulness and the quality of comments and questions

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that you have shared. I think it's been really beneficial to the rest of us

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, and I appreciate you taking the time and the energy to do it.

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We had something like 100 people at the first two sessions, slightly

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less than that in this wrap-up session. That is a lot

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of your time and energy you are sharing with us. It's very much appreciated. This is how peer support

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works. >>KYLE: Absolutely. Thank you,

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well said Linda.

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We always talk about your support, but peer support happened so much.

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I love going, I will say, as much as we are doing virtual, I did love going to the

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nickel in person in DC

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because you have such an opportunity to just network and mentor with people, kind of after hours

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.C because you have such an opportunity to just network and mentor with people, kind of after hours sort of

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. because you have such an opportunity to just network and mentor with people, kind of after hours sort of

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Nickel in person in D.C. because you have such an opportunity to just network and mentor with people, kind

00:50:54.000 --> 00:50:58.000

of after hours sort of thing. I loved the peer support that goes on in independent living.

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>>BETH: Yes, there are emoji's

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. They are clapping hands, hearts,

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and there were - yes.

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Clapping hands, hearts, thumbs up.

00:51:14.000 --> 00:51:22.000

>>LINDA: That is terrific. >>BETH: Thank you everyone, we

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have just a few minutes. About seven minutes to go. I would just like to remind everybody

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if you haven't done your evaluation for

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one, two, or three session

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when this webinar closes

00:51:39.000 --> 00:51:42.000  
, let us know how we can continue to improve

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, and keep improving training that you find most useful.

00:51:45.000 --> 00:51:51.000  
Thank you all for joining us,

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and don't forget if you are registered for the youth conference, to join at

00:51:55.000 --> 00:52:02.000  
4:00 PM Pacific time, 7:00 PM Eastern time tonight.

00:52:02.000 --> 00:52:06.000  
We hope all will be able to join us tomorrow for our welcoming

00:52:06.000 --> 00:52:09.000  
at 9:00 AM Pacific time

00:52:09.000 --> 00:52:14.000  
, 12:00 PM Eastern time.

00:52:14.000 --> 00:52:18.000  
Do you have any closing remarks Linda or Kyle?

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>>KYLE: No, I just want

00:52:22.000 --> 00:52:29.000  
to again, thank everyone

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. It's been an enjoyable day, I love the comments from people around peer support. The volunteers,

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it's been a wonderful wonderful opportunity

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to just share with one another what we are doing. >>LINDA: Absolutely,

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and I have to say thank you to APRIL

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for being so competent at

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making this all happened and getting people together so that we can share

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and provide peer support to each other. Hopefully, just enjoy some company

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and the feeling of support that that gives us as we go about our work,

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which let's be honest, can be very tricky at times. We need to be supportive of one another as we

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do the important things we do. Thank you to APRIL

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and everybody there, thank you to everybody who has participated.

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It's been a real honor and a treat. A real honor. Thank you so much. >>KYLE:

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I second that Linda, thank you to the interpreters as well.

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The APRIL staff has been wonderful at coordinating of thing today, it couldn't have gone better.

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>>LINDA: I would agree. >> Thank you both so much.

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>>LINDA: Thank you, Abby. >> Inc. You both so much on

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behalf of of APRIL. Kyle, you mentioned something about

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being in person at nickel, the after-hours conversations. We are really hoping to try to facilitate

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ickel, the after-hours conversations. We are really hoping to try to facilitate that the best we can even

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Nickel, the after-hours conversations. We are really hoping to try to facilitate that the best we can even

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though we are in a virtual space. So I am going to put a link in the chat. We have set up an APRIL discord. If you

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are unfamiliar, discord is a web messaging platform

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that allows for text chatting, voice chatting, and video chatting

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. We have set it up for our conference, there are threads for each day and each session.

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So please feel free to join, it is free to join

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. All you need is a discord account, which will link to your email address, and myself and one of our

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board members Mel Skelton

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will be there to help you get oriented to the platform.

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vfelton will be there to help you get oriented to the platform. But we would be so happy to have you and we are

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hoping that we can really continue these conversations about each of our sessions comment about

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IL in general in that space. >>LINDA: Excellent

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, I forgot about that. Thank you for the reminder. >>KYLE: Yeah, I was - .

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>>BETH: Thank you to the captioner's, Bonnie and Samantha.

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>>LINDA: Definitely. >>KYLE: Definitely.

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>> As a reminder, if you are registered for the youth conference,

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Beth already called out but our youth keynote speaker this evening is YouTube advocate

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squirmy and scrubs.

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We are very excited to have them join us, if you are registered for the youth conference,

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we will see you in about two hours for that.

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>>LINDA: I hope everybody has fun with the rest

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of the APRIL conference and all the good things you have organized for us. Well done, and thank you.

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>>KYLE: Yes. >> All right.

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Linda and Kyle, if there's any information you need us to share after this, please feel free to send it

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to APRIL and we can post it on the conference website as well. >>KYLE: Will do, thank you Abby.

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>> Thank you everybody. >>KYLE: Goodbye.

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>> Have a great evening and we will see you tomorrow or tonight at the youth conference.