

## Peer Listening FAQ

### **What is Peer Listening?**

Peer Listeners are student volunteers who provide supportive listening to students wanting to connect with other students, or who are seeking support for personal or academic concerns. Peer Listeners utilize empathy and active listening skills, and provide students with information about additional resources as needed. Peer Listeners work in pairs in a private setting to allow for small group or one-on-one connection with students.

### **Where is it and when is it open?**

Peer Listening is located on the third floor of MacEwan Student Centre (MSC 373), adjacent to the SU Wellness Centre.

Drop-in hours are Monday - Friday 2 - 4 p.m. starting October 1, 2018. If you need urgent support regarding mental health and/or personal well-being contact the SU Wellness Centre at 403.210.9355 or Campus Security at 403.220.5333.

### **What happens when I walk in?**

Peer Listeners will be there to greet you. We understand coming in can be intimidating and we promise a warm welcome. Then we just talk - about whatever you'd like. Want to talk one-on-one? Let us know and a volunteer will be available to talk to you in a private setting.

### **Is there a fee?**

No, our services are completely free.

### **What can I talk about?**

Anything! No issue is too big or too small. You can drop in for Peer Listening if you want to chat with another student about how your semester is going, if you're looking for ideas on how to manage stress and academics, or if you just want to talk to a peer about your day.

Our volunteers are all current UCalgary students, so they understand the challenges that university students commonly face during the semester and can share strategies and tips they use.

**How can Peer Listening benefit me?**

While Peer Listeners can't solve your problems, they can help you explore options, brainstorm ideas and give you information about resources. They can also relate and share their experiences and strategies they use to navigate common challenges students face.

Connecting with others is a key element to flourishing and can positively contribute to your wellbeing. If you're experiencing challenges, talking these through with someone can help you to sort out your feelings and relieve stress.

**What kind of training do peer listeners have?**

All volunteers have undergone training through the SU Wellness Centre in supportive conversation skills, suicide intervention skills and available resources.

**What is the difference between Peer Listening and SU Wellness counselling?**

Peer Listening is run by student volunteers who support their peers through supportive conversation. Peer Listeners don't diagnose or treat mental illness and it isn't a substitute for services provided by health professionals, but we are able to direct you to other resources as needed.

**Can I come back more than once?**

Yes, Peer Listeners are here to talk during our drop-in hours.

**Who can access Peer Listening?**

Peer Listening is available to any UCalgary student in the campus community.

**Is Peer Listening confidential?**

Peer Listening conversations are confidential - unless you disclose a risk of harm to self or others. Peer Listeners will discuss issues related to safety or harm with SU Wellness Centre staff.

**Can I come with a friend?**

Yes. We understand stopping by a new service can be intimidating. Come by with a friend and see what we're all about.