



Policy Title: Certification Review Policy for Peer Supporters and/or Trainers

Approved by: S.O.A.R. Board of Directors

Approval Date: 3 Jun 2020

When a written complaint has been brought to the Peer Services committee chair and a solution could not be reached through the complaints process, the written complaint is sent to the Certification Committee for a formal review.

1) What is the formal certification review?

- a) A Certification Review will take place when a written complaint resolution involves a review of a peer supporter's/trainer's certification.
- b) The Certification committee will review the original complaint and the actions and recommendations made by the Peer Services Committee.
- c) Two representatives of the Certification committee and the individual will work together to determine the most appropriate course of action to resolve the problem.
- d) When the individual has completed the agreed upon course of action, the individual will again meet with the Certification Committee's representatives and participate in a self-evaluation process to ensure that the individual is ready and comfortable with resuming the peer supporting role.
- e) If the complaint is not resolved the individual will lose their Peer Supporter and/or Trainer status and will be decertified.
- f) A letter will be sent to the Peer Survivors Committee, the individual and one will be kept on file.

2) What could follow a certification review?

- a) An agreement could be made with the individual for them to take a temporary leave of absence from their role to complete agreed upon education and/or awareness training and/or obtain personal support. When the agreement and self-evaluation process have been fulfilled the individual's leave of absence will end and they will once again be certified. If the individual fails to fulfill the agreed upon recertification steps, then the Certification Committee could recommend to the Peer Services Committee that the individual be placed on an involuntary leave of absence and state the conditions required to be fulfilled to become recertified.
- b) In cases where the Certification Committee and the individual cannot reach an agreement or the individual fails to fulfill the agreed upon recertification steps, then the Certification Committee could recommend to the Peer Services Committee that the individual be placed on an involuntary leave of absence and state the conditions required to be fulfilled to be recertified. When the individual has fulfilled the committee's recommendations and participated in a self-evaluation process her/his leave of absence will end and he/she will once again be certified.



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- c) The Certification Committee depending on the degree and nature of the problem can recommend to the Peer Services Committee that the individual's certification be permanently revoked.

Example of a situation where the Certification Committee would recommend permanent decertification:

A Peer Supporter has been inappropriately involved with a peer survivor during the peer support process. An inappropriate involvement with a peer survivor could be a Peer Supporter having an intimate/sexual relationship with a peer survivor during the peer support process.

3. When is the Certification Review Process completed?

The Certification Review Process is completed when the individual under review has received written notification stating that they have been recertified or that they have been permanently decertified and can no longer volunteer with S.O.A.R.