bazaar:

a marketplace for the mind



Bazaar Handbook

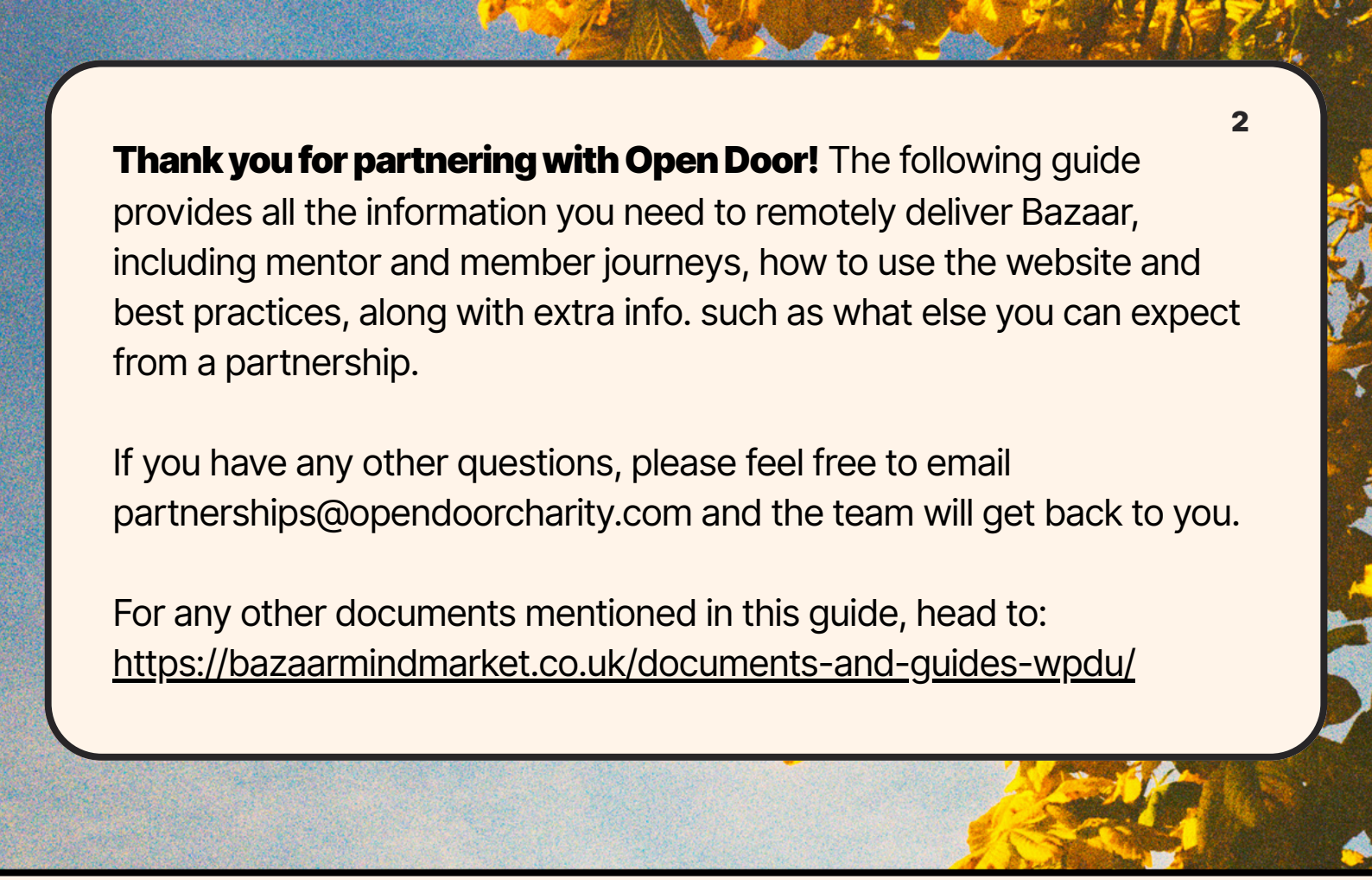
bazaar:

www.opendoorcharity.com

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For any questions regarding delivery, please contact your programme facilitator, or contact partnerships@opendoorcharity.com



Thank you for partnering with Open Door! The following guide provides all the information you need to remotely deliver Bazaar, including mentor and member journeys, how to use the website and best practices, along with extra info. such as what else you can expect from a partnership.

If you have any other questions, please feel free to email partnerships@opendoorcharity.com and the team will get back to you.

For any other documents mentioned in this guide, head to: https://bazaarmindmarket.co.uk/documents-and-guides-wpdu/

01. What is Open Door?

At Open Door, we've been changing the access to, experience of, and conversations around mental health support for young people for nearly 15 years.

Through the unique models of support we've co-designed with the individuals who access them, we've been able to provide fast and effective support without waiting lists, evidenced on both clinical scales and through the positive experiences of our members.

We then bottle up what makes our support, models, and environments unique and effective, and collaborate with external institutions and organisations across sectors to recreate that impact with our partners.

02. What is Bazaar?

Bazaar is a fast and effective support programme created specifically for young people and adults. Over eight hour-long, one-to-one sessions, members focus on elements of CBT, mindfulness, and more, gaining the tools to improve their mental health.

The programme supports those experiencing low mood, anxiety, and/or panic attacks, however, there are no requirements for joining Bazaar, and the programme is open to anyone looking to learn new techniques and skills. It also works as a prevention tool, helping individuals before their mental health worsens and more intensive support may be required.

When an individual is signed up, they can be paired with a mentor and sessions can start shortly after. Rather than a counsellor or therapist, a mentor is more like a friendly guide who takes members through the programme, listening to what they say and helping them to get the most out of each chapter.

To run the programme, all that is required is a computer with internet connection, a mentor, and a member (someone looking to access support). Open door will provide all the necessary training, and no previous experience is required to become a mentor. Bazaar offers valuable – and often difficult to acquire – experience to mentors in mental health support alongside impactful support to members.



03. **Key Terminology**

Member – Someone who has accessed or is currently accessing Bazaar.
Mentor – an individual who has completed training and will guide members through the Bazaar programme.
Pairing – The process of matching a mentor and a member together in preparation for sessions.
Licences – Licences are the pre-agreed number of users that can be created, i.e. the number of people who can go through the programme as part of a partnership. One license = one member going through up to eight hours of support.
Organisational Login/Account – An account made for the institution/organisation that only staff will have access to. Through this is the ability to create user accounts (that members will access the programme through) and to see live data.

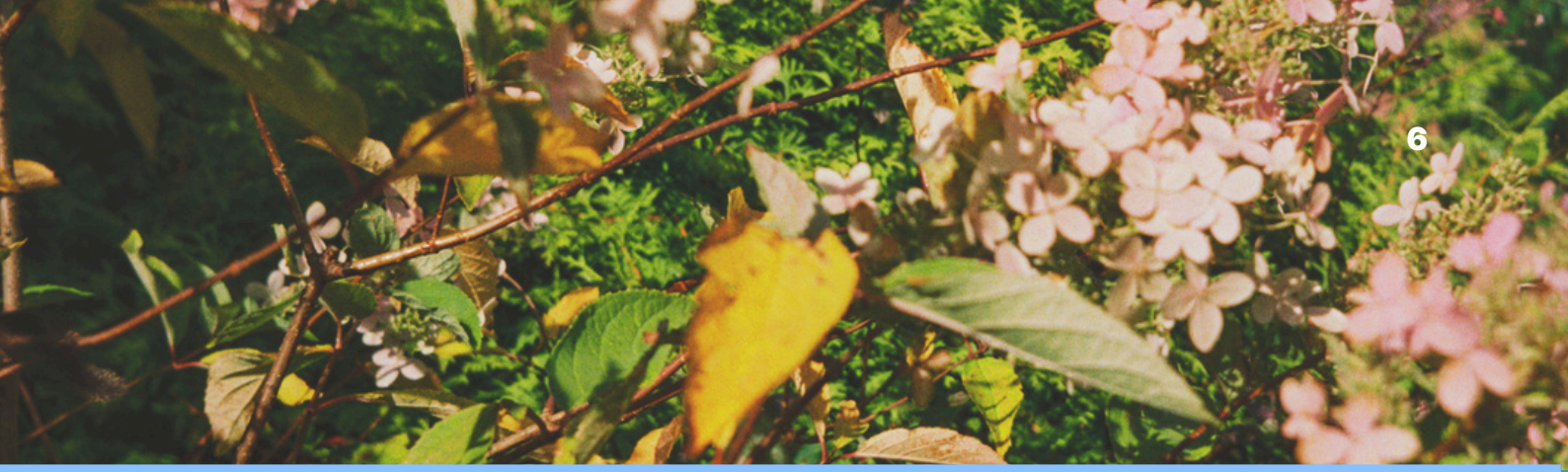
04. Session Breakdown

The content in the Bazaar programme is covered over eight sessions with the intention (but not requirement) that these take place over eight consecutive weeks.

Each session covers various topics (outlined on the next page), finishing with a mini mindfulness section, gratitude, and drills that the member takes with them and carries out between sessions and beyond the programme. All content and drills will be available to the member through a QR code on a postcard they receive after each chapter. We offer the links to these breakdowns to partner staff, however we advise only making these available to members once they have completed that session.

A full session breakdown with detailed information will be provided after training alongside this document.





Chapter breakdown:

1. **Without Borders**: Introduction to Bazaar, CBT and mindfulness, getting to know your mentor, symptoms of poor mental health and SMART aims.

2. **Broken Records**: Vicious Cycles, causes of low mood, anxiety and stress, an introduction to coping strategies and recurring negative thoughts.

3. **Shape and Form**: Problematic thoughts, twisted thinking, identifying and breaking negative thought patterns, and thought records.

4. **Walk with me**: Distraction techniques, mindfulness, presence and acceptance and healthy coping skills.

5. **Strike a light**: Root beliefs and how to challenge them, identifying themes, and managing the mind.

6. **Room to grow**: Habits, activity planning, problem solving, and social media.

7. **The Fire**: Purpose, self-esteem and confidence, negative mental chatter, self-compassion, and reflecting on achievements.

8. **Beyond the Grid**: Self care, gratitude, planning for the future, and reflection.

05. Delivery

Onboarding:

Once an agreement has been signed, partners will be contacted with various next steps (outlined below), after which the remote delivery of Bazaar can begin.

Information Sharing Agreement:

Before remotely delivering Bazaar, we ask that partners sign an information sharing agreement. This is to outline what and how data will be received. We'll also provide our privacy statement to show how data can/will be used.

Organisation account creation and website training:

An organisation level account with the ability to create users will be provided to partners alongside training to explain how to do this (written info. also below), accessing data, how the programme itself will run, and how to log in.

Mentor training:

Mentors will be trained to deliver Bazaar at the nearest available date. This can be either online or in-person.

Aligning Goals:

Early in the partnership process, we'll make sure to align goals so we're aware of what you want to achieve through a partnership, and how we can deliver that. Goals can be fluid, and we know these may change over time, but we'll monitor this to make sure we can achieve and exceed partner's objectives.

06. Documents

Here is a full list of Bazaar-related documents and how they can be used. You can find them all here: https://bazaarmindmarket.co.uk/documents-and-guides-wpdu/

1. Bazaar Mentor Guide

For mentors, once they have finished their training and are beginning sessions. Contains reminders of key information from the training sessions, a breakdown of the programme content, tips and support, professional boundaries, relevant (local where possible) signposting links, partner specific safeguarding processes, the expectations of mentors and our base code of conduct. This can be adapted for partners or changed to a separate code of conduct if you would rather. However, mentor conduct is the responsibility of partners.

2. Chapter Breakdown

For use by mentors for a refresher, or staff for a more detailed look at the programme. Contains breakdowns of each chapter, with links to the weekly recaps also found through the postcards received each week.

3. Web Guide

For organisational staff directly involved in facilitating the programme. All the info. you need to use the website can be found in this handbook, however, we've created a quick web guide to help with any queries.

4. Signposting Guide

For organisational staff who are not directly facilitating the programme, but may interact with individuals who could benefit from the programme. Contains streamlined info. on what the programme is, who it's for, and how to signpost individuals to the programme (partner specific).

07. Mentor Journey

1. Engagement

To help keep mentor levels consistent, Open Door can provide marketing materials (posters, leaflets, merchandise etc.) as well as further information to help engage potential mentors.

When looking to train staff, it can help to emphasise the CPD accreditation and certification that comes with training alongside the general professional development it provides requiring no prior experience.

2. Sign-up

Signing up mentors is not a requirement as such when individuals trained are staff, but it is worth keeping a record of who has gone through training, as well as which individuals they are best placed to support.

We also find that matching a mentor and member that share common interests often works well to help build rapport, so questions on shared interests can be useful to ask at this stage of the process.

3. Training

Training for a pre-determined number of mentors is provided as part of the partnership. As Bazaar relies on mentors for delivery, we'll make sure that mentor training is provided either remotely or in-person as soon as possible to get the programme running.

Mentors should also be provided with access to the Bazaar Mentor Guide, which includes expectations of mentors, training refreshers, a code of conduct, and more, and can be found here:
https://bazaarmindmarket.co.uk/documents-and-guides-wpdu/

4. Background Check:

All mentors at Open Door go through a DBS check as standard. DBS, Disclosure Scotland check (for Scotland), or an AccessNI check (for Northern Ireland) will be the responsibility of the partner institution or organisation to maintain, however background checks of mentors are necessary due to the potential vulnerability of members.

Once training and background checks are complete, mentors will need to be paired (see **Pairing** below) with a member and can begin delivering Bazaar.

5. Induction:

Before their first session, mentors should receive a brief induction, we recommend this includes:

- A brief tour of the space sessions will be in
- Where session materials are kept
- How to login and launch Bazaar (with specific login details for their first member)
- Overview of mandatory questionnaires (Before we begin, PHQ-9, GAD-7, and member feedback) – this is covered in training, but can be useful to go over the again
- Refresher on safeguarding and suicide prevention procedures
- Answer any questions they may have
- (Optional but advised) Sign mentor code of conduct (template included in the mentor guide here: https://bazaarmindmarket.co.uk/documents-and-guides-wpdu/

For staff delivery, emphasis may be placed on specific areas of induction over others.



6. During sessions (expectations):

We ask that mentors can commit to the eight chapters and ask that if anyone is planning to take a break for longer than two weeks, that they do not take on a new member until they return.

It is a general expectation that mentors arrive punctually - before the session begins – and log in to the member's account. This makes sure that any forms filled out are saved to the member, but the member doesn't have access to their login, preventing them from accessing future chapters outside of sessions. This is particularly important, as if a safeguarding flag occurred outside of session times, there would be no mentor or staff present to safeguard.

Another expectation is the number of members a mentor will take on at a time. While the absolute minimum would be just one session, we find placing an emphasis on at least two helps to maintain a waiting list-free programme. The maximum number of members we advise mentors take on is four. These numbers are purely recommendations however, and we advise finding an appropriate number that maintains no waiting lists, but does not overwhelm mentors.

Responsibility for mentor conduct is with partner institutions/organisations; however, we do offer a template code of conduct that we are more than happy to edit to partner's specifics:
https://bazaarmindmarket.co.uk/documents-and-guides-wpdu/

7. Feedback & Debrief:

Mentors will offer feedback within the programme at the end of each session regarding the member and that session; however, this is split from the member feedback section, meaning it can be done once the member has left the session.

If a safeguarding flag has occurred during a session, we suggest that there is someone the mentor can debrief with afterwards. Our processes are to first check-in with the mentor, followed by a checklist that safeguarding processes were carried out (this can vary from partner to partner). With staff delivery, this process can vary in its extent, and may not be necessary, however we advise making sure there are processes in place to help support mentors while they are delivering, for instance regular check-ins.

Open Door can also provide mentor feedback forms to send out at regular intervals to make sure that the mentor experience is as positive as it can be, and so we – and our partners where applicable – can make appropriate improvements.

8. Supervision

All mentors should be offered a supervision session with a programme facilitator when their member finishes the programme. The aim of supervision sessions is to provide a space to talk about anything that was difficult, anything that went well, and ask advice on anything they may be struggling with. Again, the extent of this process can vary with staff delivery.



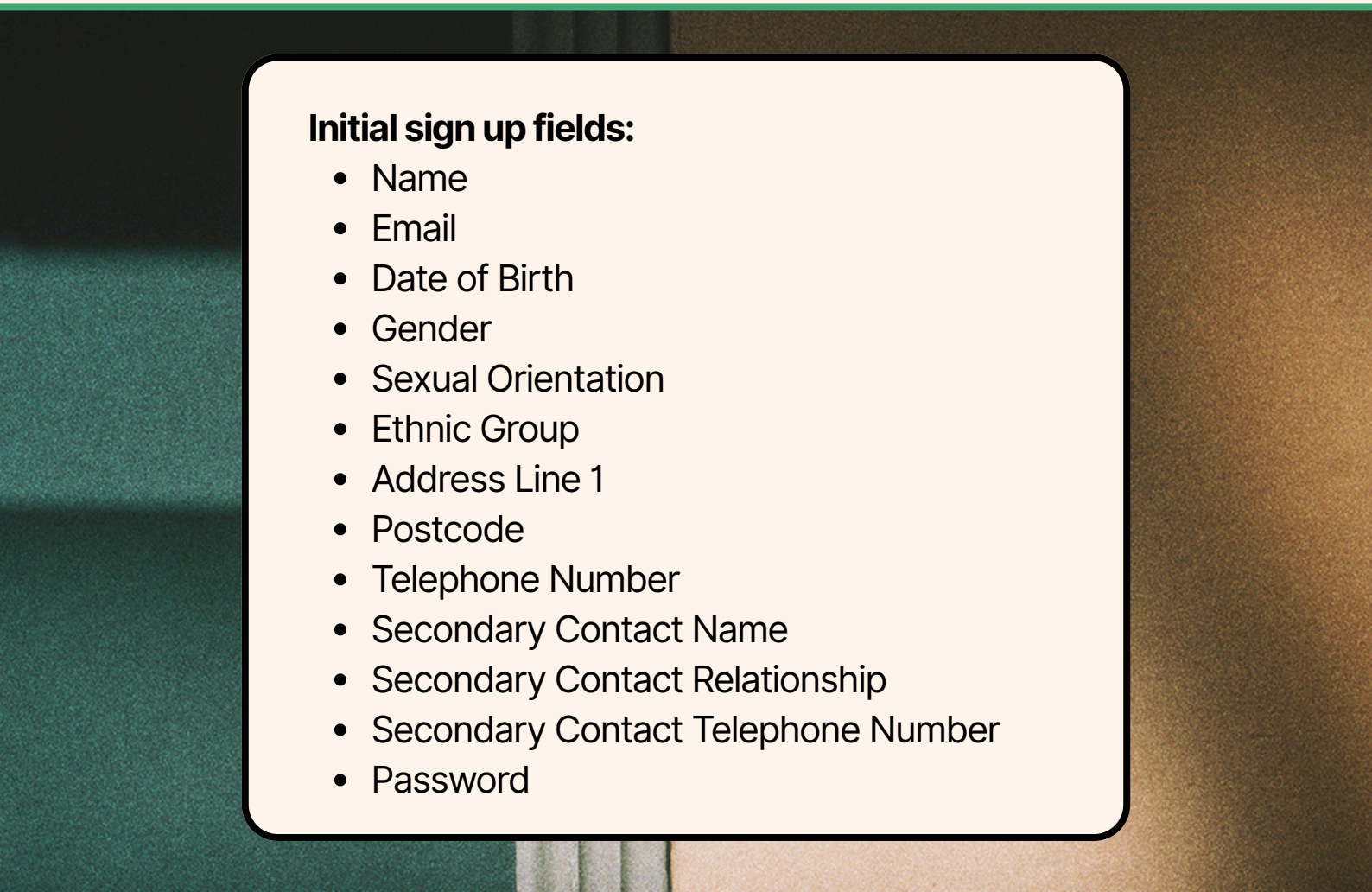
07. **Member Journey**

1. Engagement:

To advertise and explain what Bazaar is, Open Door can provide marketing materials (posters, leaflets, merchandise etc.) to help engage potential members. We can also help develop tailored engagement plans for individual partners.

2. Sign-up

Members sign up through our partners, whether that's through a partner provided external form or in-person/over-the-phone with a member of staff. Once the information is collected, a user account can be set up in preparation for sessions.



Initial sign up fields:

- Name
- Email
- Date of Birth
- Gender
- Sexual Orientation
- Ethnic Group
- Address Line 1
- Postcode
- Telephone Number
- Secondary Contact Name
- Secondary Contact Relationship
- Secondary Contact Telephone Number
- Password

After signing members up, it is important to make sure they understand processes surrounding confidentiality. All mentors and staff will keep session contents confidential and will not discuss the content of sessions with anyone external to remote delivery, unless with member's consent. There are likely, however, some exceptions to this rule in relation to safeguarding processes (i.e., if there is risk of harm to a member or others). These should align with partner safeguarding procedures and members should be made aware of these on signup/the beginning of sessions.

3. Sessions:

Sessions ideally take place on a weekly basis, for one hour. Members will be provided with a Bazaar notebook on Chapter One and are expected to bring this to each session.

On completion of each chapter, the member will receive a postcard for that chapter, with some brief info. on that week as reminders, and a QR code to a webpage with all the content (minus forms and activities) and drills from that session. If the postcard is lost, either another can be provided to the member to make sure they can access drills, or a link to that week's content recap can be sent over, with the full list of links available here (this specific link is for staff only - individual Chapter links should be sent to members): https://bazaarmindmarket.co.uk/partner-materials/

Postcards and notebooks will be provided by Open Door in advance of the beginning of sessions.

4. Feedback:

There are opportunities for member feedback at the end of each session, as well as an overall Chapter 8 feedback form that allows members to feedback on the programme overall. We can also provide and recommend using ‘check-in’ forms 2-3 months after the completion of the programme to check if previous members need signposting to further support and if they would be interested in becoming a mentor.

There are also clinical surveys for anxiety and depression (GAD-7 and PHQ-9) at the beginning of chapters 1, 5, and 8 (see Data & Insights below for more).

Feedback forms can also be provided for intervals after the programme has been completed. This is a useful way to measure how successful the programme has been beyond the eight chapters.

We also offer and recommend utilising feedback forms for members that did not complete the programme. This is a useful way to find out why members may not be completing all eight chapters and can help to improve completion rates. We’re more than happy to help develop these or provide templates on request.



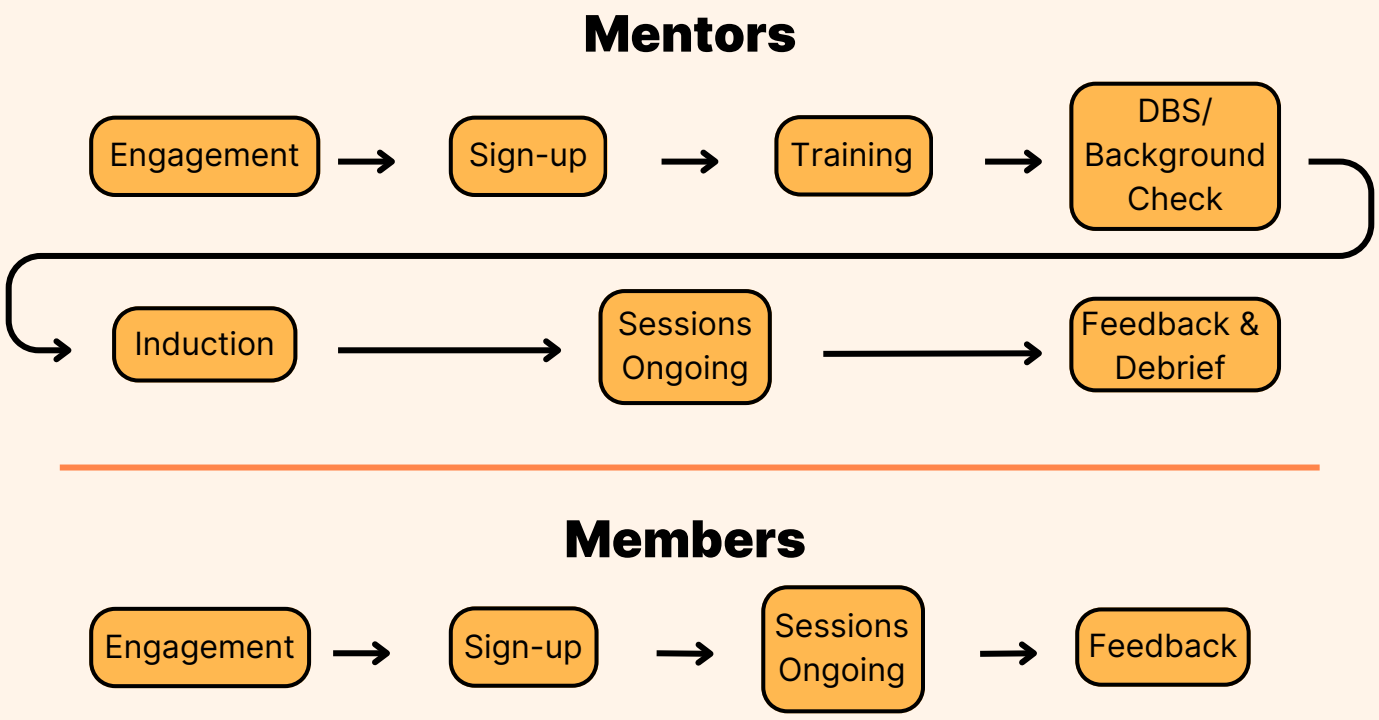


Fig.1 – Member and mentor journeys

07. Pairing

After a sign-up form has been filled in, partner staff will then be responsible for organising a time, date, and location for the first session (exact requirements below).

It is advised that sessions are at the same time, on the same day of the week, and in the same location where possible to maintain consistency.

08. Sessions

Requirements for sessions:

A staff member will be required to be available for all sessions, either through delivery or as a contact for those delivering. If a safeguarding issue is flagged (more info. below), the staff member will be responsible for this.

Other requirements for a session to run are a computer/laptop with internet connection and a suitable location. Sessions can be delivered remotely (Zoom, Teams etc.), however we advise that sessions take place in person for the biggest impact and to minimise risk, and remote sessions should only be reserved for when sessions cannot take place in-person.

We recommend choosing a location that feels comfortable, calming, and particularly non-clinical if possible, as well as most importantly being a confidential space.

Running Sessions:

Mentors/facilitator staff arrive and get the computer set up, open the Bazaar website, and login with the member's account. They will then go through the next chapter of the programme once the member has arrived.

Incomplete Sessions:

If a session isn't completed, for example if a member doesn't feel comfortable continuing during the session, the content is taking longer than expected, or a safeguarding flag occurs, we advise that another time is rearranged to finish the session.

We recommend restarting the chapter at a later date, refilling the initial forms at the beginning of the chapter, skipping through to where the member and mentor left off (only if the member does not want to fully restart the chapter), and ending the session once the incomplete chapter is finished, rather than moving on to the next one straight away.

Safeguarding:

Due to the nature of remote delivery, safeguarding is the responsibility of the partner institution or organisation.

When a member expresses that they are experiencing thoughts and feelings of suicide or answers ‘several days’ or above on PHQ9.9, a mentor can flag this through the procedures outlined in the Safeguarding Policies flowchart (Fig.2), or through another predetermined process.

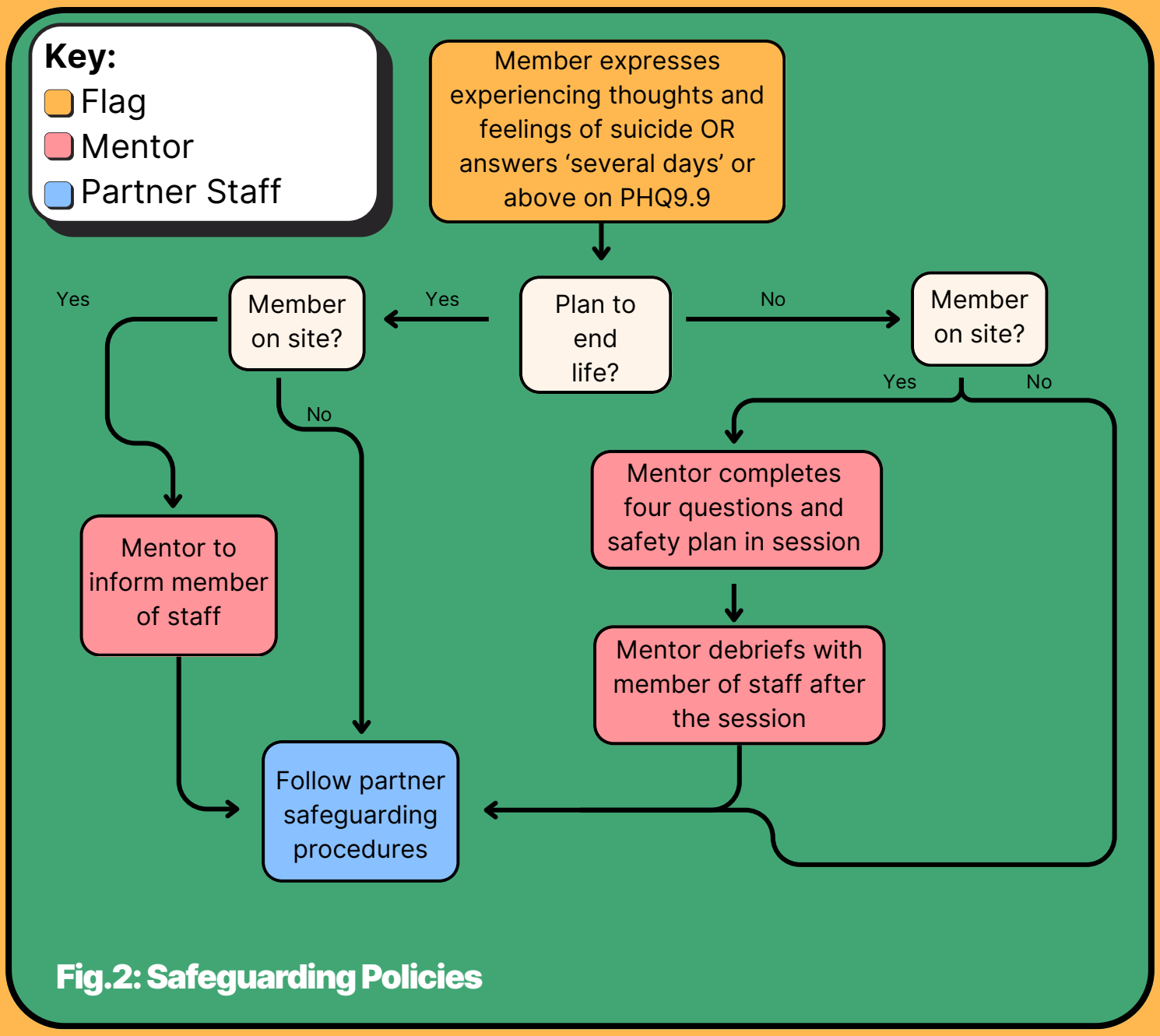


Fig.2: Safeguarding Policies



Cancellations:

Partners are free to choose their own cancellation policies for both mentors and members, and many may be situation dependent and are down to staff discretion. We recommend that a clear line of contact is made between mentors and members to programme coordinators, and that a cancellation policy is made clear at the beginning of the programme/start of mentoring that includes what occurs when sessions are cancelled under the circumstances below.

For reference, these are our in-house procedures:

Types of cancellations:

- With notice (adequate notice = at least 24 hours before session)
- Without notice
- No show/confirmed and then note attended

Cancellation policies would be waived in the event of:

- Bereavement
- Emergency
- Unforeseen/unpredictable events
- Medical appointments

However, if the above became continuous or repeated, reminders of policy and expectations may have to be issued. We recommend providing as much notice as possible to members and mentors if sessions are cancelled. Our cancellation policies can be found on the next page (Fig. 3 & 4), however, these are all subject to staff discretion.

Members

With Notice

3X Cancellations with notice

↓

Phone conversation reminding member of cancellation policy

↓

Upon fourth cancellation, sessions stopped, and closing text sent.

Without Notice

2X Cancellations without notice

↓

Phone conversation reminding member of cancellation policy

↓

Upon third cancellation, sessions stopped, and closing text sent.

No Show/Confirmed and Not Attended

1X No show to session

↓

Phone conversation check-in , and remind member of cancellation policy

↓

Upon second no show, check-in phone conversation and sessions stopped

↓

Closing text sent

Fig. 3: Cancellation Policies - Members

Mentors

With or Without Notice

2X cancellations with or without notice accepted

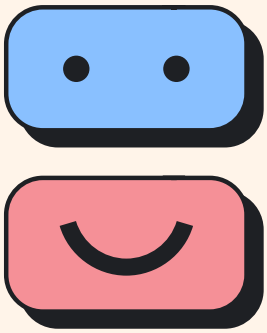
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Upon third cancellation with notice, phone member to offer re-pairing with new mentor due to disruption in sessions

Fig.4: Cancellation Policies - Mentors

bazaar

09. The Website



During onboarding, partners will receive their own unique login to the Bazaar website. Through an organisational login, partners will be able to create users, access all data and insights (more info. below) and view the programme content.

Accessibility:

The Bazaar website includes the accessibility plugin Userway, which offers various adjustments including contrast, bigger text, spacing, hiding images, a dyslexia friendly setting, larger cursors, a dictionary and more. At the start of the first session, mentors are advised to ask members if any of these settings would be beneficial during sessions.

Data & Insights:

Through an organisational login, immediate access to aggregate statistics for everyone who has gone through the Bazaar programme will be available (for each organisation/institution), including:

- Self-reported depression and anxiety stats (at the start of each session)
- Clinical anxiety (GAD-7) and depression (PHQ-9) scores at Chapters 1, 5 and 8
- Demographic breakdowns (Gender, ethnicity, sexuality, age)
- Ratings of the programme overall, as well as on a chapter-by-chapter basis

Creating Users:

To create a user, partners will log in using their organisation login, click the three lines in the top right corner to open the navigation menu, and click create user.

The information required to create a user is:

- Name*
- Email*
- D.O.B.*
- Gender**
- Sexual Orientation**
- Ethnic Group**
- Address
- Tel. Number
- Secondary Contact details (Name, relationship to member, tel. no.)
- Password* (this should be held by staff and it is advised not to be given to the member)

(*Essential, **Essential, but with “Prefer Not to Say” as option)

This includes the ability to filter by date, so that impact can be seen over time. All the above data will also be available on an individual user level, as well as:

- Member feedback for each session
- Mentor feedback for each session
- Suicide flags that have occurred during sessions

These are all accessible through the ‘Data’ section of the Bazaar website.



Data Sharing:

After 5 years, in line with ODC Data Protection Policies, data will be exported and anonymised, deleted from the back end of the website, and then sent to partners should they request it. If partners wish to receive non-anonymised data, they need to request it before the end of the 5-year period.

It is the responsibility of partners to carry out their own data protection policies. All data exported to partners will be over a secure, password protected transfer, where the password will be sent over a separate medium.

All partners will be provided with a data sharing agreement to sign that states how partners will receive personal data from ODC.

Exporting Data:

We can export data as .csv files on request. All data is available 24/7 via the Bazaar website, and can be saved/printed as a PDF however for a file version contact partnerships@opendoorcharity.com with the specifics of the request (e.g. time period, all data etc.) and we will get this over to you as quickly as possible.

09. Other Partnership Areas

Soothe Socials

What are Soothe Socials:

Soothe Socials are 90-minute sessions aimed at staff teams based around empowerment, resilience building, and understanding how our stress affects us. The sessions provide a space to chat about your wellbeing, give and get advice, and make some new connections.

Over the 90 minutes, individuals will 'speed-socialise' through eight activities. Each activity will be 10 minutes, with the opportunity to discuss with the person opposite. Once that activity is up, everyone moves along a seat so that for the next activity they are speaking to a different individual.

Session Breakdown:

Attendees start by filling in a survey to measure their current wellbeing. Attendees then write down what they're currently feeling stressed about, learn about types of stress, utilise animal analogies, learn about thought distortions, tools to deal with stress, and protective factors and their effectiveness.

What is required to run Soothe Socials:

All that is needed to run a Soothe Socials session is an open space, and a row of tables with a chair either side so that a one-on-one conversation can take place. Our staff then lead the session and will guide your team through the workshop.

Research:

We're always open to exploring the peer support model through research. Whether that's through researching the remote delivery of Bazaar, or sharing anonymised data from our home at Bloom, we want to help facilitate research through data sharing, interviews and more.

Coming soon?

The offer is always continuing to grow as we tailor new programmes and projects from our home to be delivering remotely, and we're open to suggestions on how we can tailor partnerships to provide the best possible experience for our partners. If you have any ideas on how we can further support you and your team, email partnerships@opendoorcharity.com and we'd be more than happy to explore new options.

