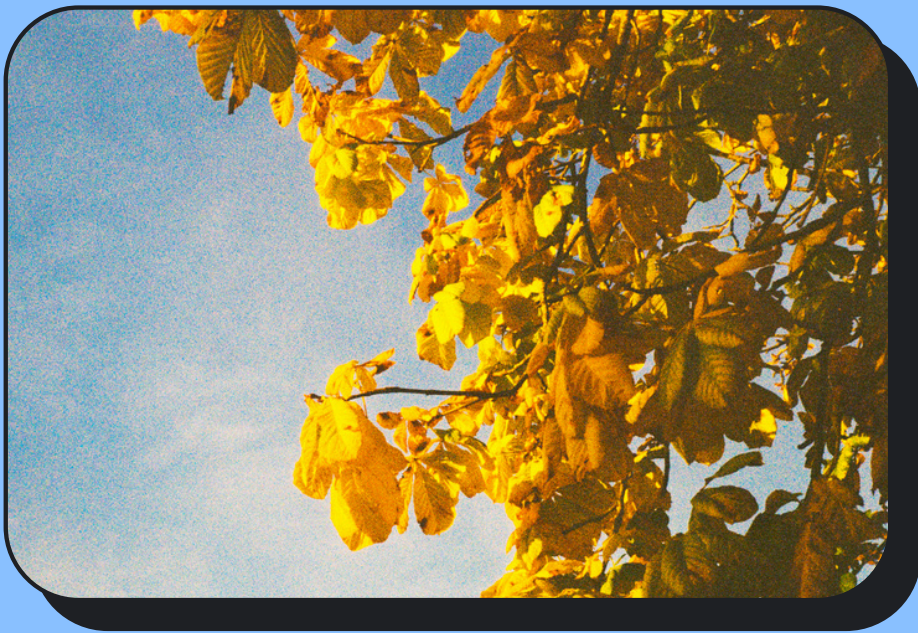




bazaar

**a marketplace
for the mind**



**Bazaar Mentor
Guide**



bazaar

www.opendoorcharity.com



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

01. Mentor Role

Description:

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Bazaar is an innovative, creative therapeutic intervention that aims to reduce symptoms of depression, stress and/or anxiety. The programme is intended to help people in the short term and equip individuals with workable skills for life, to maintain feeling good both now and in the future, preventing issues from reappearing. Bazaar is an online course - delivered in-person - which holistically utilises cognitive behavioural therapy, mindfulness-based support and more over 8 weekly sessions.

Mentoring at Open Door involves delivering sessions with members who have come to access support for their mental health. Mentors build positive supportive relationships with their members over the course of the sessions, and this positive relationship is shown to be of huge value to our members. Mentors deliver sessions on a one-to-one basis. The mentor will guide their member through the programme, being an active listener and helping them to understand key parts of the programme, encouraging them with their goals along the way.

Key Responsibilities

Complete mentor training, then:

- Deliver 1-to-1 support sessions.
- Liaise with programme facilitators about these sessions, including but not limited to, the progress of members, and raising any concerns.
- Follow procedures to appropriately safeguard members.
- Be on time to sessions, and end sessions on time. Time keeping is extremely important to allow the smooth running of sessions and to maintain the expectations of members.

Key Competencies

- Quick-thinking and Adaptable: Mentors are required to draw on their knowledge and skills in real time, applying this knowledge to the member's unique situation.
- Good conversation skills: Although there are set exercises, we don't want sessions to feel scripted. Mentors must have a friendly and confident approach. Ability to take ownership and lead sessions is vital.

Key Competencies (continued)

- Inquisitive: Mentors should be curious about the member's life, what changes they want to make through the programme and be mindful of barriers that might stand in their way.
- Good at problem solving: the ability to "read between the lines" is key, as we need to know what is practically possible and realistic for our members to achieve. Mentors will help their members work through their problems, together.
- Commitment to the role: members value developing a friendly relationship with their mentor. Therefore, mentors must be reliable and understand that being unreliable can lead to a negative experience for their members.
- Responsible: mentors must have effective communication with staff, to convey any issues or concerns, and equally, any praise or good outcomes.
- Passionate and interested: Mentors always learn a lot on the job. No two sessions are the same and members can be great teachers. As such, it is important that our mentors are willing to learn, and eager to develop and grow their skills.
- Ability to maintain boundaries: Mentors know what is and isn't appropriate, and this informs their actions every session, in line with our Code of Conduct.
- Non-judgemental attitude: Mentors should not let biases of how they live their own life interfere with or create expectations of their member. We meet our members "where they are at".

Knowledge

- Personal experience (or being close to someone who has experienced) facing life challenges and struggles, particularly regarding mental health can lead to more impactful sessions.
- A keen interest in supporting the mental health of young people and adults, current trends, and willingness to be in touch with their culture.
- An understanding that difficulties can happen to anyone, and that mentors and members are on an equal footing. It is not our job to tell people how to live their life.
- Basic understanding of anxiety, low mood and stress, and how these can affect a person's quality of life.
- Safeguarding (provided through training).

Knowledge (continued)

- Local services for signposting (provided in this guide).
- Interest in any of the following topics: self-improvement, psychology, mental health, wellbeing, therapy, young people and adults' mental health and current issues.
- Basic working knowledge of using a computer.

Skills

- Active listening
- Empathetic and Compassionate
- Calm approach & professional, friendly demeanour
- Confident or willingness to develop in this area
- Reliable
- Genuine and honest
- Caring
- Courageous

02. Session Breakdown:

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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 below), 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.

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.

For a breakdown of all activities and discussions, see the Chapter Breakdown.

03. **Delivery:**

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We deliver the Bazaar programme in two different ways: the first is at our home – the Bloom Building – in Birkenhead, and the second is through our partners delivering the programme in new locations and environments.

The programme works in exactly the same way – once mentors like yourself sign up, we train you, and you'll deliver the programme. As a result, this means that with your help we can support even more young people and adults across the whole of the UK.

Induction:

Before your first session, we encourage your programme facilitator to deliver a brief induction including:

- A brief tour of the space sessions will be in
- Where session materials are kept (notebooks & postcards)
- How to login and launch Bazaar
- Overview of mandatory questionnaires (Before we begin, PHQ-9, GAD-7, and member feedback)
- Refresher on safeguarding and suicide prevention procedures
- Answering any questions you may have
- Signing the mentor code of conduct

If an induction is not possible, it's worth checking through the list before sessions start to make sure you are comfortable with all the areas and are ready to deliver Bazaar.

During Sessions:

Safeguarding:

Safeguarding procedures can be found out by speaking with your programme facilitator, and are all partner-specific. However, if a member expresses experiencing thoughts and feelings of suicide either on the initial question or at any point during the programme, or answers 'several days' or above on PHQ9.9, a mentor should flag this to their programme facilitator and/or enact safeguarding procedures.

Cancellations/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 that brings the session to a close, 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 with how the member feels on the day, 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.

If you cancel a session, we recommend giving at least 24 hours' notice, and only cancelling for adequate reasons. Multiple cancellations, or those without notice or adequate reasons may result in your member being paired with another mentor, and in some cases you not being able to continue mentoring. If you are unsure about your cancellation policies, contact your programme facilitator to find out more.

If a member cancels a session, you will be given as much notice as possible from the programme facilitator. If this persists, the member may have to be removed from the programme, and you will be repaired.

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. It is important to offer these options and demonstrate these to your member when you commence sessions.

Press this button in the top right corner of the screen:  to open up the plugin's menu.



After Sessions:

Feedback:

You will be able to offer feedback at the end of each session regarding the member and that session; however, this is split from the member feedback area, meaning it can be done once the member has left the session. We also offer the opportunity to provide overall feedback of the programme at regular intervals.

If a suicide flag has occurred during the session and you feel like you need support, you can debrief with a programme facilitator.

04. Your Role & Expectations:

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Your role as a mentor is to be there as a guide through the programme. You are not there to be the members' counsellor or therapist, or offer any advice that is not contained within the programme. You are there as a source of peer support, so feel free to share some of your own lived experience if it is relevant and helpful to the member (and if you're comfortable to do so!). Mentors are expected to stick to the session contents and complete everything within the sessions, including any surveys or questions.

Good Practice:

- Ensure the member understands the limitations of your support so they don't become over reliant
- Help a member come to their own decisions even if you do offer some guidance
- Don't be afraid to share some of your experiences in a general sense (if they are useful and relevant)
- Be an active listener – show you are interested and that you care
- Try to keep sessions to one hour where possible
- Encourage members to take personal responsibility, complete the exercises and continue to practice techniques at home throughout the week

Top tips for new mentors:

- Arrive to the session early, log in and load up the next chapter, and get some water ready if possible.
- Introduce yourself at the start of the first session, this will allow the members to build trust as they know a bit about you.
- When completing a page on the programme, confirm with them that they have understood the content before moving on.
- Be patient and listen to the member.
- Try and find common ground and connect with them as a person not just another member.
- Try and understand what they want to get out from the programme as early as possible, so you can tailor the support as best as possible.

Top tips for new mentors (continued):

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- Don't be afraid to try new ways of explaining things to members, e.g. using visual aids or even getting them to act out or draw their emotions if they are struggling to explain them.
- Make sure you are familiar with safeguarding procedures.
- Make sure you have read through the programme and know the content so you know what to expect and can keep in mind some questions that may come up.
- Don't be disheartened if you struggle to break the ice in the first few sessions, it may take your member a couple of sessions to relax and open up.
- Try to remember that the crux of CBT is understanding how 'our interpretation of events can determine how we feel'.
- Doing some mindful breath work before the sessions, by yourself and then, if you have time, when the member arrives, can help release some nervousness about the session.
- If you have more than one member, make sure you know what to expect in each session so you can organise your time.
- Try writing things down that you need to remember to ask them about, for example if they have a driving test, make a note of this so the week after you won't forget to ask them how it went, this will help build the relationship and trust.
- Learning not to take things home with you is very important, finding solutions to process what happened with members so you don't worry too much when you finish - journaling before going home (being mindful of confidentiality), debriefing with another member of staff, or doing some mindfulness and grounding exercises can help separate our mentoring life from personal life.

Things to Remember:

- There are two important clinical measurement tools (GAD-7 and PHQ-9) at the beginning of sessions 1, 5 and 8.
- At the end of each session, there is a small mindfulness exercise. This can be accessed by playing the audio. Both the member and mentor can take part.
- You can make notes on your sessions to help with your memory, but remember these are subject to the rules surrounding confidentiality outlined in this guide.

Your expectations:

- Sometimes members won't complete all the sessions and you shouldn't take it personally
- Members who are open-minded, committed and complete the exercises and drills often improve the most
- Most mentors often feel nervous before their first session. Don't worry, this is completely normal and can even be a good thing!
- The sessions are structured and usually run quite naturally once they begin

Commitment:

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. Taking one-week breaks is not disruptive when communicated in advance, and they are absolutely expected for illness, holidays etc. Please inform your programme facilitator of any dates you will be away as soon as you can. If you find that you need to change your available days or times, please aim to do this in between members, as some members won't be able to move sessions mid-programme.

It is a general expectation that you arrive punctually - before the session begins - and log in to the member's account. The details should be provided by the programme facilitator before the session begins. 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 suicide flag occurred outside of session times, there would be no mentor or staff present to safeguard.

We also expect that you will take on a minimum of at least two members at a time.

Professional Boundaries

- Don't meet a member outside of a planned session – If a mentor bumps into a member when they are out it would be ok to casually say hello, but the interaction should not be prolonged.
- Don't discuss a member's personal information with anyone - This includes with other mentors, friends or family. The only reason it would be acceptable to break confidentiality would be to discuss safeguarding issues with an appropriate member of staff.
- Don't give out personal information – This includes a personal phone number, home address or social media as it can fog the boundary lines between mentor and friend.
- Don't discuss your personal life with a member – sessions are designed around the member, and they should have the time to talk openly about what they would like to talk about not listen to the mentor's life and experiences.
- Don't give out or receive big gifts - Small tokens of appreciation such as a box of chocolates or flowers may be appropriate at the end of the programme, but regular or extravagant gifts aren't appropriate. Additionally, never lend a member something that you would want back.
- Don't hug a member – respect an individual's personal space both physically and verbally. This may be difficult if a member is upset but empathy can be shown in many ways.

Code of Conduct:

All mentors are expected to sign and adhere to a mentor Code of Conduct, an example of which can be found at the end of this Welcome Pack.

Confidentiality:

Confidentiality is extremely important to the running of Bazaar. As a general rule, all mentors and staff will keep session contents confidential and will not discuss the content of sessions with anyone outside of the partner organisation or the charity without permission. There are, however, some exceptions to this rule:

- Confidentiality can be broken if there is a risk of harm to a member or others. If a member discloses thoughts or plans of suicide, then for their safety, mentors will inform the programme facilitator unless informed otherwise about the disclosure and then partner safeguarding policies will be followed. If it is believed that there is an immediate risk to a member's life, then confidentiality may be broken. This should be done with sensitivity and in proportion to level of risk present.
- Confidentiality can be broken if there is suspect or disclosure of abuse/neglect of children or vulnerable adults.
- A member of staff may disclose confidential information in proceedings brought by a member against a professional.
- Confidentiality does not apply to cases involving criminal proceedings, except communications by a person voluntarily involved in a substance abuse programme. Open Door Charity/partner staff may break confidentiality in order to assist the prevention or detection of a serious crime. Murder, manslaughter, rape, treason, kidnapping, child abuse, crimes that involve substantial financial gain/loss, criminal exploitation, drug/human trafficking, money laundering and terrorism are examples of serious crimes.
- Confidentiality may not apply in cases involving legal proceedings that affect a child-parent relationship.

Anything mentioned in sessions may be discussed between mentors and the programme facilitator. Providing mentors with 1-1s and supervisory support is useful to ensure consistent, high-quality sessions. **14**

It is always our intention to make sure that we are looking out for our members and their safety. Confidentiality is included. In cases where mentors or staff feel confidentiality needs to be broken, it is always the intention to work side by side with members in that process, speaking to members beforehand and considering what is best for them and/or any other people involved. Try to encourage members to disclose to someone else themselves first, but in most cases mentors or members of staff will disclose on their behalf.

Members may ask questions in the form of 'hypothetical situations' so that they can clarify what would be considered confidential. Staff will always speak to members beforehand and consider what is best for members and/or any other people involved.

05. Responding to disclosures of traumatic experiences:

Members may ask questions in the form of 'hypothetical situations' so that they can clarify what would be considered confidential. Staff will always speak to members beforehand and consider what is best for members and/or any other people involved.

Not everyone who struggles with their mental health has experienced a traumatic event, but you will probably come across some members that have. It is important to remember that an experience that doesn't seem traumatic to one person, might have a big impact on someone else. Everyone is unique, and our experiences are a big part of who we are. When a member discloses a traumatic experience from their past, it can be hard to know the right thing to say. This is a short guide to some of the key points to remember, but the main thing is not to panic, take your time and listen.

Some of the most common types of trauma young people and adults experience are:

- **Abuse:** this can be sexual, physical, psychological or neglect
- **Bullying:** this can be received from anyone, and can be in person or online
- **LGBTQ+ specific trauma:** some traumatic experiences are specific to members of the LGBTQ+ community, like negative reactions to 'coming out' or gender dysphoria
- **Intimate partner violence:** some individuals may experience trauma due to witnessing IPV at home, or experiencing it themselves
- **Medical trauma:** some illnesses, injuries or medical procedures can be traumatic, especially for children
- **Traumatic grief:** sometimes people find it particularly hard to adjust after the loss of a loved one
- **Other types of violence:** witnessing or experiencing violence can be traumatic, this might be interpersonal, in the community, or at school.

Some of the most common responses to experiencing trauma are:

- Guilt
- Shame
- Repression
- Self-destructive behaviour
- Self-injury
- Withdrawal
- Flashbacks
- Suicidal feelings
- Anxiety
- Depression
- Loneliness
- Low self-esteem
- Nightmares
- Problems with sleeping or eating

It is good to do some research on different types of trauma and their effects, so you are better equipped to understand your member's experience.

Stay Calm

If a member discloses something very personal and your reaction appears shocked or overly reactive, they might feel self-conscious. Remember that there are other ways to show that you empathise with them. Starting with something simple like “I’m sorry that happened to you” shows that you care, but that this is something that you understand happens to a lot of people. When people who have experienced trauma tell their friends and family, they often have to deal with a very emotional reaction. You might empathise by saying how awful that sounds, but if you can show them that it does not shock or upset you to hear what they have been through, they might feel more comfortable opening up.

Stay Safe

Think to yourself: is this a safeguarding issue? It is also important to speak to staff if you are affected by the content of your session, these can be tough conversations and looking after your own mental health is key. If a member’s experience triggers your own trauma, it might be for the best to have them assigned a new mentor.

Stay Open

Let them know that you believe them; this does not have to be through explicitly saying so, but just by actively listening and showing empathy. When someone has experienced trauma like abuse or violence, they are often not believed by friends or family, so it is important that they feel believed through Bazaar. Keep an open mind and show them that you do not judge them; this provides members with a safe space. Reassure your member that what they disclose is confidential, and you’re here to help. It is also important to allow members to describe things in their own words and give them the time to do so. It can be hard to tell someone about a traumatic event, and some people might never have spoken about it before. Often just saying ‘do you want to tell me a bit more about it’ is enough. These things take time; let them tell you as much as they are comfortable with and don’t be afraid of letting them pause and think about what they want to say. Don’t worry about getting the session content done on time, these are important conversations and should take priority.

06. **Signposting:**

If you feel that your member would benefit from specialised support, you can suggest the following organisations to them:

- **RASA Merseyside:** free counselling and helpline service for survivors of rape and sexual assault
- **Paul Lavelle Foundation:** Support for men experiencing or who have experienced domestic abuse
- **JourneyMen:** support men with traumatic experiences
- **Safe Place Merseyside:** offers immediate crisis support, forensic medical examination, referrals to ISVAs (independent sexual violence advisors)
- **Mind:** National charity offering local support (based in Birkenhead) and online resources. PTSD support group
- **Birth Trauma Association:** helping those traumatised by childbirth
- **Help for Adult Victims of Child Abuse (HAVOCA):** provides support, friendship, and advice for adults who have been affected by child abuse
- **Life Centre:** support for survivors of rape and sexual abuse, and anyone supporting them. Offers a helpline, text support and email counselling
- **Wirral Family Safety Unit:** team of IDVAs (independent domestic violence advocates) who support, believe, and can advise victims or survivors of domestic abuse
- **Hub of Hope:** directory to find specific services relating to particular issues
- **The Lighthouse Centre:** Supports women and children experiencing domestic abuse
- **Tomorrow's Women:** Supporting women with activities and therapeutic support
- **Wirral Women's and Children's Aid:** safe refuge accommodation for women and children fleeing domestic abuse
- **Wirral Change:** support for members of the BAME community
- **Stonewall:** information and support for LGBT communities and their allies
- **Sahir House:** HIV support, prevention, and information

Volunteer Peer Mentor Code of Conduct

[TEMPLATE]:

Purpose

This document is intended to make clear the responsibilities of all Volunteer Peer Mentors (referred to as Mentors) remotely delivering Bazaar. This should help all Mentors to act confidently and responsibly whilst undertaking duties as part of their role.

Role of a Volunteer Peer Mentor:

Mentors are responsible for carrying out the one-to-one creative therapeutic support sessions using the 'Bazaar: A Marketplace for the Mind' programme. Whilst we're grateful you've decided to volunteer your time to support others, we do have certain expectations of our Mentors. This is essential to ensure that what we offer is consistent and safe for every Member. This document details what we expect of our Volunteer Peer Mentors.

Mentoring

- All Mentors must be professional, compassionate, and supportive in order to provide a quality experience to each member you work with.
- Mentors must be able to comprehend the content of each session of Bazaar and understand how to apply all session contents to members' experiences. More detail on each session is available in the Chapter breakdown.
- Mentors are required to follow the programme structure. This includes completing each part of the content and encouraging members to complete their worksheets and drills.
- Mentors are expected to complete the GAD-7 and PHQ-9 assessments with their members on chapters 1, 5 and 8.
- Mentors are expected to complete 'Before we begin' and 'Session feedback' forms with their members each week of the programme. There may be exceptions where this is not possible due to safeguarding concerns.
- Mentors are expected to complete session summary/feedback notes at the end of each session.
- Member confidentiality must be respected, and sessions must not be discussed with other volunteers or people outside of the charity. However, discussion about sessions is encouraged with programme coordinators for supervision and member safety.

- If a Mentor is ever unsure about anything, the best thing to do is ask the programme facilitator, or contacting partnerships@opendoorcharity.com.
- Mentors are expected to attend a supervision session with a staff Member upon finishing the programme with each Member. Mentors can opt-out of supervision sessions if they wish.
- Mentors are not permitted to purchase gifts for their members. Cards are allowed but must be inspected by a member of staff before being given to a member.
- Mentors can only accept small gifts from members. All gifts must be disclosed to a member of staff before taking home.

Safeguarding and Suicide Prevention

- Any potential concerns regarding members must be raised with a programme facilitator as early as possible.
- Understanding of safeguarding policies and processes surrounding suicide prevention and safeguarding is essential for all mentors. Information regarding these policies can be found in the Bazaar Mentor Guide.

Consistency, Breaks and Holidays

- Mentors must be reliable and able to commit to the weekly allocated session for the duration of the 8-session course with each member they take on.
- Mentors are expected to commit to mentoring a minimum of 2 members at one time, and a maximum of 4 members.
- Punctuality is extremely important to ensure Members have a positive and consistent experience, and that the programme can function efficiently during a working day. This includes arriving with time to set up prior to your session starting time and ensuring that your sessions do not regularly overrun. Each session should be no longer than 1 hour in duration unless explicitly allowed by programme coordinators.
- It is Mentors' responsibility to communicate any booked holidays that would interrupt sessions to the programme facilitators as early as possible.
- One-week holidays can be taken at any time, and sessions can be put on a one-week break to facilitate this. Please give programme facilitators at least one-week's notice.
- Mentors must not accept a new Member if they are expecting a break lasting longer than one week as this is too disruptive to sessions.

- Mentors can take breaks from mentoring whenever they like, for as long as they like. It is Mentors' responsibility to ensure that breaks are taken in-between pairings to prevent members having to change Mentors mid-programme.
- We ask that Mentors let us know as early as possible when they will need to miss a session due to illness or unforeseen circumstances. We may ask if you are able to offer another day for the session to go ahead in the same week.
- In cases where a mentor has cancelled sessions with little or no notice twice or more over the eight sessions, their member may be offered pairing with a different Mentor.

Disciplinary Matters

Mentors will not be allowed to continue Mentoring in the following situations:

- Giving out personal details to, or communicating with members outside of their sessions, unless explicitly allowed by programme coordinators. This includes contact after sessions have finished.
- If a mentor is involved in a criminal offence that would make their position untenable.
- Failing to address the safeguarding/suicide prevention processes in regard to a member. If you do not understand the safeguarding processes, please ask programme facilitators.
- Failing to report a safeguarding concern e.g. abuse, neglect or harm.
- Repeatedly missing sessions without adequate reason or notice.
- Not completing DBS forms/Identification needed for processing in appropriate time following training.
- Gross Misconduct, including but not limited to: Inappropriate language or behaviour, involvement in safeguarding concerns, issues of a sexual nature, any acts that destroy the relationship of trust and confidence between a member and mentor, or mentor and programme facilitator.

Investigations into conduct may be necessary if concerns about a mentor are raised with programme coordinators. This is case dependent, and programme coordinators reserve the right to suspension or dismissal of mentors.

We request that all Mentors read the above information, and if they have any concerns, to please clarify these with the programme facilitator before signing up to this form.

Signed:

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