

## DESCRIPTION OF SERVICES

**SERVICE PROVIDER:** Positive Living Society of British Columbia  
**PROGRAM / ID#:** Peer Navigation  
**CONTRACT ID #:** DH0048  
**TERM:** April 1, 2017 – March 31, 2018

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### SERVICES

The Positive Living Society of BC (Service Provider) offers Peer Navigators to address issues encountered by people newly diagnosed with HIV or people living with HIV and seeking reengagement into support, education, care and treatment programs

Peer Navigation is structured to help clients learn about living with HIV, support clients as they enter care, assist in navigating clinical and community services, and empower clients to maximize their quality of life. Peer Navigators work with clients to identify opportunities and resources to build resiliency and to improve immediate and long-term health outcomes.

The Peer Navigation Services goals are to:

- Support clients to learn about HIV and its management
- Promote the value of care, treatment, and support
- Delay disease progression
- Reduce forward HIV transmission
- Support clients to move toward self-care (self-management) in partnership with their providers, and
- Improve the transition and length of time between diagnosis and uptake of community supports and clinical care

### Activities and Services:

The key **activities** provided by Positive Living BC include:

- One-to-one education on HIV
- Provision of educational programs and group facilitation
- Proactive community outreach
- Crisis prevention/intervention and conflict resolution/de-escalation
- Working with marginalized and culturally diverse populations
- Working independently and collaboratively in a team environment as well as capacity to work in partnership with other community agencies
- Working with community-based organizations to facilitate access to service
- Ongoing mentoring and support for Peer Navigators

The four main **services** of the Peer program are:

1. Working with HIV Clinical Case Management Teams
2. Working within the PHC HIV/AIDS Program (Acute Care and Immunodeficiency Clinic)
3. Providing Peer Navigation Services within the context of Positive Living Society of BC Programming
4. Referrals from other sources

## **Role with HIV Clinical Case Management Teams**

Positive Living Peers work collaboratively with the VCH Clinical Case Management Teams to support clients identified as requiring the services of a Peer. Peers will complete assessments for clients referred to them and provide input into the Plan of Care via clinical rounds and case conferencing. One of the primary responsibilities will be to strengthen the linkage clients have to primary care by fostering trustful relationships, assisting with healthcare systems navigation and identifying barriers to care. As part of the involvement in the Clinical Case Management structure Peer Navigators will be privy to confidential information.

In the delivery of their services Peer Navigators will engage unstable, vulnerable people (those with mental health or addiction issues) in their own environment (usually hotels, recovery homes, or shelters), building trust, helping people stabilize, and encouraging them back to or into existing healthcare and community services. Peer Navigators will use a therapeutic relationship model to engage clients at cognitive a level and learning pace that clients are comfortable with.

In addition to working directly with HIV+ individuals, Peer Navigators may on occasion assist at outreach HIV testing events to promote the value of getting tested. This includes, breaking down myths about living with HIV, highlighting outreach nurses' ability to respond to non-HIV related health needs, and being available to provide support should someone test HIV-positive.

## **Role within the PHC Urban Health Programs (Acute Care and Immunodeficiency Clinic (IDC))**

Peer Navigators will work as members of the interdisciplinary health care team at the IDC and 10C Acute Care. Working collaboratively, clients who would benefit from Peer Navigation Services will be identified. Peer Navigators will attend clinical rounds and case reviews on an as needed basis.

## **Facilitating Discussion Groups**

Group programs with the most successful learner outcomes provide a combination of one-to-one learning and ongoing group reinforcement. Positive Living BC will provide Peer Navigators in leadership roles to give discussion groups. Having Peers in these roles empower group members by showcasing demonstrated successes in overcoming challenges and adversity.

Peer Navigation Services will provide group facilitation for up to 5 different HIV support groups in Vancouver;

- 1 at 10C,
- 4 at IDC, and
- 2 at Positive Living BC

## **Providing Peer Navigation Services within the context of Positive Living BC Programming**

Positive Living BC Peer Navigators will work collaboratively and within the comprehensive HIV/AIDS service of care available. Peer Navigators are aware of HIV/AIDS programs and services – as most Peer Navigators are past or current consumers of them - and use these programs and services as tools of engagement and retention with their clients.

## **Referrals from other sources**

Positive Living BC Peer Navigators also receive direct referrals for support to newly diagnosed individuals from other sources (e.g. other community agencies, BCCDC, Vancouver CD Team, clinics and private GP offices).

Upon intake, Peer Navigators will assess each client's level of complexity, and will actively refer clients to team members from the HIV Outreach Team and/or PHC HIV Program as needed. The Navigator Program will work with VCH/PHC Social Work leadership to develop assessment tool for referral and care coordination purposes.

## **STANDARDS, LICENSING REQUIREMENTS AND POLICIES**

The Service Provider shall:

- Ensure that all professionals who are regulated by a college (including without limitation all physicians, nurses, pharmacists, social workers and allied health professionals) and who are involved in the delivery of the Services are registered with, licensed by and in good standing with their respective college throughout the Term, and have documented proof of such registration, license and good standing.

## **CLIENT DESCRIPTION**

HIV+ clients supported by Peer Navigators including: straight men and women, gay men and other men who have sex with men (O MSM), Aboriginal peoples, Youth, Immigrants & refugees, people with active substance use.

## **LOCATION OF SERVICE AND HOURS OF OPERATION**

1101 Seymour Street, Vancouver, BC

V6A 0R1

and

St. Paul's Hospital – IDC/10C/RAAC

1081 Burrard St, Vancouver, BC V6Z 1Y6

- Monday - Friday 9:00 to 17:00
- An additional 10 hours per week will be provided to the 10C acute ward for daily bed visits, morning rounds and weekly discharge planning.

Peer Navigators will also be available to accompany clients to an array of community organizations offering HIV and addiction supports throughout the Vancouver area

## **STAFFING AND EQUIPMENT**

The resources offered by Positive Living BC as part of this contract include:

- 3.0 FTE Peers
- 2.65 FTE Contract Peers (7-9 individual peer contract navigators)
- 0.85FTE Manager
- 0.29FTE Director

Peer Navigators have access to the CCRS online and classroom courses, offered in conjunction with VCH and PHC to build skill sets necessary for the job, upon approval by the PHC Director of Urban health and HIV/AIDS and the VCH Regional HIV Manager or their designates.

On an as needed basis, Positive Living BC will utilize the VCH Nurse Educators to update their skills.

**SAFETY EVENTS AND INCIDENT REPORTING**

Major safety events involving clients in either program (i.e. constituting significant harm to self or others) will be reported to the Contract Manager or her designate.

**COMMUNICATION AND FEEDBACK**

- VCH/PHC and Positive Living BC will collaborate on all significant initiatives, ensuring involvement and participation of key staff groups
- All appropriate VCH/PCH and Positive Living BC staff and leaders will be consulted and involved in the development, delivery and evaluation of programs and key initiatives
- VCH/PHC and Positive Living BC employees will function as though they are supporting the same goals and are part of the same team.
- By integrating service delivery, we communicate about service, access, etc. with a common message
- Expectations that all communications will be effective and respectful
- All concerns and issues will be dealt with proactively , fostering true partnership

**QUALITY ASSURANCE, EVALUATION AND MONITORING**

The Service Provider will continually monitor and evaluate the Services and make adjustments to improve the Services as necessary. Significant adjustments of the Services will be reported to the Contract Manager.

**PROGRAM DELIVERABLES AND OUTCOMES:**

Positive Living will meet both short-term deliverables regarding partnership and collaboration and ongoing program evaluation indicators (Table 2).

**Short-Term Program Deliverables:**

Positive Living BC will continue to work in partnership with PHC/VCH to determine & develop an MOU with an appropriate partnering agency to better reach Aboriginal peoples.

**Ongoing Program Deliverables:**

Table 1: Peer Indicators

Peer Indicators	
Client Measures:	
1	# unique clients since beginning of fiscal year
2	# current active clients
3	# active clients with IDC
4	# active clients with STOP
5	# active clients independent of IDC/STOP
6	# active clients that self Identify as Aboriginal

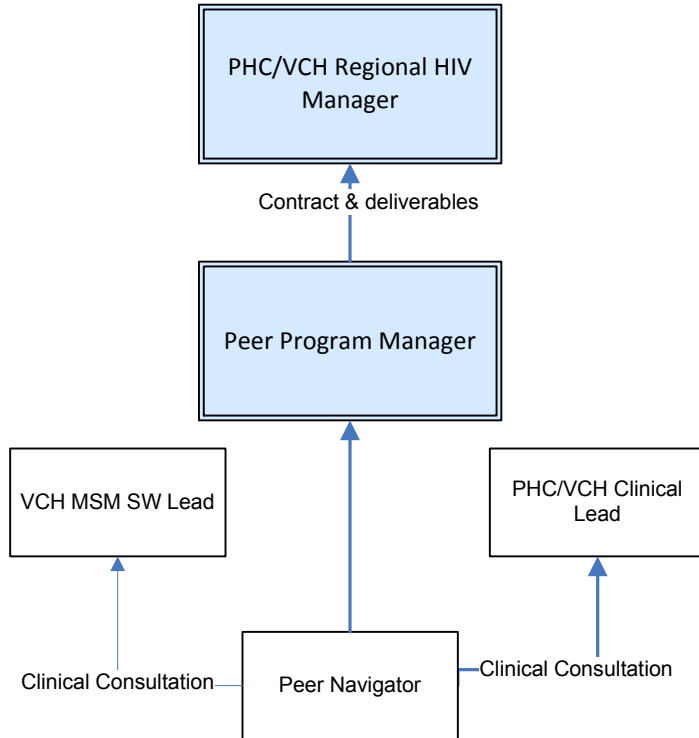
7	# active clients that identify as female (includes trans women)
8	<i>Box for demographics (select all that apply)</i>
9	<b>General Program Measures</b>
10	# workshops held
11	# support groups
12	# provider education sessions
13	<b>Peer Measures</b>
14	# Peers*
15	# Peers that self identify as Aboriginal
16	# Female peers
17	<i>Box for demographics (select all that apply)</i>
18	<b>Outcome Measures</b>
19	# clients ART ready at intake
20	# clients ART ready at reporting
21	# ART ready clients on ART
22	Survey Administered**
23	# clients surveyed
24	# clients satisfied with peer navigators
25	# clients feel they have increased knowledge of HIV following work with peers

\*It is assumed that all peers receive orientation and training

\*\*survey administered by STOP team bi-annually

Note: Additional outcome measures will be developed in collaboration with VCH – via the VCH HIV Social Work Lead

**Reporting Matrix**



Note: It is an expectation that Positive Living BC will provide all provisions as detailed in their proposal submitted for RFP 2013-BISS-011- Peer Navigation.

**REPORTING**

<b>Finance - Performance Reporting Frequency</b>	<b>Due date</b>			
Quarterly Report	Aug 15 <sup>th</sup>	Nov 15 <sup>th</sup>	Feb 15 <sup>th</sup>	May 15 <sup>th</sup>
Semi-Annual Report	Nov 15 <sup>th</sup> (for the period Apr-Sept)		May 15 <sup>th</sup> (for the period Apr-Mar)	
Annual Report	May 15 <sup>th</sup>			

<b>Evaluation - Performance Reporting Frequency</b>	<b>Due date</b>			
Quarterly Report	June 2017	September 2017	December 2017	March 2018

**CONTACTS:**

**Service Provider:**

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Regional Manager HIV/AIDS Services  
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**OTHER REQUIREMENTS:**

- a) The Service Provider shall not make changes to **Error! Reference source not found.** without the prior written agreement of VCHA.
- b) The Service Provider agrees to participate with VCHA and, where appropriate, other organizations in the development and implementation of an outcome-based program evaluation plan.
- c) Services to be provided on a continuous basis throughout the Term.

**TERM:**

The term of the Agreement is from [\[April 1, 2017\]](#) to [\[March 31, 2018\]](#) (the “Term”). Subject to the written consent of VCHA, if the Service Provider continues to perform Services following the end of the Term, then prior to entering into a new agreement for the succeeding period, the terms and conditions of this Agreement will continue to apply, including, without limitation, the fees and expenses set out in Schedule B (Fees and Expenses), until the new agreement is fully executed.