

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

WHAT YOU NEED TO KNOW



“Being able to talk to another stroke survivor helped me feel less alone; I felt understood and even “normal” again—it was like a warm hug! And it gave me hope that things will get better.”

— User



santemonteregie.qc.ca/ouest

**Centre intégré
de santé
et de services sociaux
de la Montérégie-Ouest**

Monteregie-Ouest
Québec

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Québec 

It feels good to talk to someone who gets you

At the CISSSMO, we're happy to introduce you to someone who's been where you are now. You can feel free to tell them exactly what you're thinking, without holding back. They understand what you're going through.



What is a peer support mentor (PSM)?

A peer support mentor is a person who's gone through a situation similar to yours and who also received care or services at the CISSSMO. Now, they draw on their personal experience to support other users.

Meeting with a PSM means:

- Feeling less alone.
- Having someone who will listen without judging.
- Sharing your experience with someone who's been there.
- Talking about ways to improve your daily life.

The CISSSMO selects the PSMs.

Peer support mentors want to help other by sharing their own experiences.

- They are trained to provide you with support.
- They are part of the care team and work with the other health professionals.
- They aren't health professionals themselves; rather, they support you by sharing their personal experiences.



PSM values

- **Listening**
- **Respect**
- **Collaboration**
- **Compassion**

What happens during a meeting?

- Before meeting with you (and with your permission), the PSM is given information about your situation.
- The meeting takes place in a quiet, private location. A health professional may or may not be present.
- A second meeting may be scheduled, if needed.



How to apply?

- **Talk to your health professional**, who will find out if a PSM is available.
- If so, we will contact you to set up a meeting.