



Phoenix Society for Burn Survivors

Building a community for transformational healing since 1977.

Phoenix Society serves burn survivors, loved ones, burn care professionals, researchers, and anyone else committed to empowering the burn community and building a safer world. We empower transformational healing by connecting thousands of survivors and professionals to the support, resources, and training they need.

Phoenix SOAR (Survivors Offering Assistance in Recovery)® was designed by a national advisory team of health care professionals and burn survivors to provide a structured volunteer peer support program. This training program is designed to provide insight, knowledge, and communication skills necessary for the peer supporter to interact with families who have experienced a burn injury. The program also enables the burn programs to develop motivated and trained peer supporters functioning as an extension of your burn team!

The Phoenix Society for Burn Survivors has developed a structured training program for volunteers (peer supporters) and burn program coordinators, who will be managing the Phoenix SOAR program.

Why does Phoenix SOAR matter?

The sooner burn survivors connect to resources and caring role model survivors, the sooner they can get back to living. Peer Support helps speed and strengthen recovery, offering hope at a challenging time. Through Phoenix SOAR, survivors and their loved ones network with other survivors who share similar experiences.

HOW TO START A PHOENIX SOAR PROGRAM IN YOUR HOSPITAL

Preliminary Requirements:

- Obtain a letter of support from the Medical Director of the burn program.
- Identify a minimum of two (2) Lead Coordinators. One Coordinator **must** be a member of the burn team.
- Obtain financial commitment from administration
- One-time start-up fee of \$4,000 o This includes
 - 2 **virtual** trainings: Initial Phoenix SOAR Coordinator training & Peer Supporter training
 - Materials for the initial Coordinator & Peer Supporter trainings
 - The opportunity to participate in national research groups for Phoenix SOAR
 - Note: Both Coordinator and Peer Supporter trainings **must** be completed within one year of program initiation
- A \$350 annual fee (yearly) and program report to maintain active program status

Phoenix SOAR Coordinator Training Requirements:

- A 3 hour virtual training course for the coordinators.
- Curriculum material for each Phoenix SOAR Coordinator
- Phoenix SOAR start-up fee of \$4,000 **must** be paid prior to the Phoenix SOAR Coordinator training.

Subsequent Coordinator Trainings:

- A \$200 per person fee to attend a group Coordinator course (scheduled and available for all Phoenix SOAR programs several times per year)

Phoenix SOAR Peer Supporter Training Requirements:

- An 8-hour training curriculum for peer supporters.
 - Curriculum includes **asynchronous** (on-your-own) pre-work video modules and a live virtual group training
 - This **live virtual group** training is conducted in one of 2 group options:
 - Virtual group training for Peer supporter candidates from your facility (minimum of 2 trainees), scheduled uniquely for your group
 - Virtual group training in combination with Peer Supporter candidates from all Phoenix SOAR facilities

Subsequent Peer Supporter Trainings:

- A \$175 per person fee to attend a group Peer Supporter candidate course (scheduled and available for all Phoenix SOAR programs several times per year)

Curriculum Topics for Phoenix SOAR Coordinator Training Course:

- Program start-up responsibilities
- Writing a proposal
- Getting burn team buy-in
- Screening process for Peer Supporters
- Program roles & responsibilities
- Program Implementation
- Facilitating Peer Support
- Keeping the program energized
- Managing conflict
- Program evaluation
- Preparing annual report
- (Virtual Peer Support visits)

Curriculum Topics for Phoenix SOAR Peer Support Training Course:

- Information about the Program o Roles & responsibilities
- Model of recovery process for patients and families
- The role of a peer supporter (boundaries, ethics)
- Working in a hospital setting
- Communication skills for peer supporters
- Communicating in a helping role
- Making referrals
- Handling difficult situations
- Offering Peer Support via virtual connection