**Peer Up!** Mentors

- Meet with mentees twice a month, or as often as asked by facility staff
- Listen and show support
- Share tips and experience
Greetings and welcome

Thank the mentee for making time to join you and caring about his or her health.

Ask about self-care in past week

- Fluids
- Diet
- Medications
- Attending all dialysis treatments
- Staying for the full treatment time

- **Point out and congratulate good self-care**
  - ASK: “What has gone well since we talked?”

- **Check in about expectations**
  - ASK: “How can I help you?”
Talk about one concern or challenge and how to address it

**ASK:** “What makes it hard for you to do that?”

**Share tips from your experience**

**BE A GOOD LISTENER**

**Remember your body language**

- Look at your mentee’s face
- Make eye contact
- Nod your head when you can relate or feel you understand what they are saying

▶ *Ask open-ended questions*

▶ *Show you are listening*
  - Repeat
  - Rephrase in your own words
  - Ask for more details
If the conversation becomes difficult

- Point out feelings
- Find the positive
- Change the topic
- Take a break and find another time to talk

Schedule a follow-up time to talk by phone or in person.
Discuss reasons for good self-care

- To feel better
- For spouse or family
- To enjoy hobbies or interests
- For other things he or she cares about
Help the mentee pick something to work on

- Plan ahead for one change
- Try one small step from diet or fluid plan
- Repeat a past success
- Talk with a supportive friend or relative
- Review information on a topic of interest (offer your mentee material available at the facility)
Remind the mentee that small steps can make a big difference! Think of some together.

**STAY PROFESSIONAL**

**DO**

- Share your experiences with staying in treatment, managing fluids, eating certain foods, taking your medications, and asking for help
Talk about how you stay confident and motivated to take care of yourself

Offer support and encourage the mentee to check in with his or her health care team with questions

DON’T share or ask about

- Family or personal matters
- Finances or employment
Religious or political views

**DON’T give medical advice or wrong information**

If you are unsure ask a charge nurse.

**Keep discussions private**

- Explain confidentiality to your mentee
- DON’T talk about your mentee with other patients, friends, or relatives
Go to the charge nurse right away if your mentee:

- Has questions about lab tests, medications, or other medical issues
- Seems unwell, sick, or unkempt
- Has problems with his or her vascular access
- Talks or acts in ways that make you feel unsafe (angry? threatening?)
- Does not make sense or speaks in a way that you cannot understand
Contact the charge nurse with questions and concerns.