

Discretion Policy for Peer Support



A Discreet Service

It's important to be aware Peer Support at Loughborough University is a Discreet Service. Peer Mentor and Peer Assisted Learning Facilitators are in a trusted position and will treat the people they encounter through the scheme with respect and sensitivity. Peer Support Volunteers will not discuss names or specific identifiable details with anyone else unless there is a specific need or benefit to the individual student in doing so.

Discreet NOT Confidential.

Due to the trusting relationship that can develop between a student and their Mentor or PALF It is possible, that situations could arise where a student may reach out to a Volunteer for support that is beyond the Volunteer's remit. In order to ensure the Peer Support Volunteers own wellbeing and to allow for the best support of students, it may be necessary for the volunteers to seek the support and actively refer students to other services provided across campus. Peer mentors and PALF's are given in-depth training and support regarding this.

Mentors and PALF's will be given guidance and support on situations that may arise along with information on the next steps if there is a need to involve another service. The Mentors and PALF's will be directed to contact the Peer Support Coordinator for guidance during office hours and be provided with the necessary contacts for support providing outside of office hours safeguarding for student.

The procedure for referring students to another service is as follows:

- First volunteers should encourage student seek the support themselves
- If the above is not option the volunteer should proceed to explain to the student what they are going to do and why.
- When speaking to a support service the volunteer should still only provide the student's name once it has been deemed crucial.

Whilst these situations are unlikely to occur regularly, and safeguards and training will be provided regarding boundaries, it is still necessary to ensure should the situation arise, a volunteer should have the necessary capability to contact others for support without fear of breaching policy. With this in mind, Peer Mentoring and Peer Assisted Learning are operated as discreet as opposed to confidential schemes.