



Contact the charge nurse  
with questions and concerns.



## GUIDE *for* MENTORS

### *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

## SAMPLE PEER TIME

### ▶ *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

- 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

## GET HELP

### ▶ *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

- Make eye contact
- Nod your head when you can relate or feel you understand what they are saying

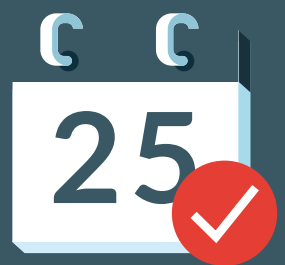
### ▶ *Ask open-ended questions*

### ▶ *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.

- 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

- 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

## MOTIVATE AND BUILD CONFIDENCE

▶ ***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