Many times the first person we go when we have a problem is not a professional counselor, doctor or even family member. Often we reach out to someone like us, someone that would best understand what we are going through.

**Mission Statement:** A**im to provide a safe, non-judgmental, confidential avenue for employees to connect with trained peers who understand the unique stressors of the work environment.**

**WHAT IS PEER SUPPORT**

- Non-judgmental “listening ear” for employees in need.
- Team members do not provide counsel or expert advice. Rather, they offer information/education within their peer training and identify available City of Milwaukee programs/benefits and community resources.
- Team members encourage self-help and other healthy supportive strategies when appropriate.
- Team members act as a conduit for and toward professional help when warranted.
- Team members assess for risk of harm within their training and make appropriate referrals to triage and/or assessment.
- Promote wellness and overall wellbeing.
- Coordinate when appropriate with DPW-SAFETY, DPW-Administration, and the City of Milwaukee Employee Assistance Program.

**WHAT IS NOT PEER SUPPORT**

- Team members do not represent or advocate on behalf of an employee in disciplinary, performance improvement concerns or human resources related processes.
- Act in lieu of professional care.

Peer Support Members may be contacted directly for support. We are here to help.