

# Peer Support Service

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**2017–18**

## BCTF Peer Support Service (PSS) FAQs



### What is Peer Support Service?

BCTF Peer Support Service (PSS) is designed to provide support to teachers who are on plans of assistance (i.e., have received a less-than-satisfactory teacher evaluation), prior to a teacher evaluation where concerns about teaching competence have been raised, or to teachers who request assistance with their teaching (i.e. are self-referring).

### Who will provide the service?

The peer support will be provided by teachers, known as BCTF peer support consultants, who have an extensive background in teaching, and training in planning, consultation, classroom observation, analysis, and feedback skills. Peer consultants will offer support in a collaborative and non-judgmental environment. Peer Support Service consultants support the growth of a teacher's professional practice, through a non-evaluative, peer coaching model.

### How can a member access the service?

An active member who desires help with her or his teaching, or who is on a plan of assistance, may request PSS by contacting their local president, who will direct the request to the BCTF Peer Support Service coordinator. Alternatively, a member may call the PSS program coordinator directly for information and request the forms to begin the process for assistance.

### Who will pay for the service?

The cost of the service is supported by the BCTF and in some cases, the teacher's school district. It is expected that the cost of the service to a member on a plan of assistance will be the responsibility of the member's school district. The Federation will pay the cost of the service for a member who requests assistance with her or his teaching (i.e., self-referral). Cost sharing with the district is also negotiated case by case. The BCTF does not cover LOA costs for the member receiving assistance.

### What is the role of the local in the delivery of the service?

The local president or designate agrees to work with the peer consultant in the delivery of service, and the local agrees to provide or obtain follow-up support, as needed, for the teacher. The local is responsible for negotiating the terms of payment with the school district personnel where appropriate, and to ensure the leave of absence for the member as necessary.

### What is the responsibility of the school district?

It is hoped that the school district agrees to pay the cost of the service for a teacher on a plan of assistance and to provide follow-up support, as needed, for the teacher. The district must agree with the following procedures under which PSS is provided before the PSS consultant begins to work with the teacher.

**The service will be provided according to the following procedures:**

- Peer Support Service may be offered to a member only when her or his school district agrees that it shall not request any evaluation on a member (client) or use any information relating to the member's participation in the PSS against the member in any disciplinary proceedings, or in any evaluation of the teaching performance of the member.
- The cost of the service to a member who is on a plan of assistance will be paid by her or his school district, and/or where possible, cost-shared with the BCTF.
- A peer consultant will not give reports to any person except as agreed to, in advance, by the member receiving the services, the local president, and the peer consultant.
- Wherever possible, a peer consultant assigned to assist a member on a plan of assistance will participate in developing the plan of assistance.
- Peer consultants may discuss information relating to their work with members of PSS and with appropriate BCTF staff on a privileged communications basis.
- In the event that a situation where a peer consultant provided assistance develops into a grievance or a case at the Teacher Regulation Branch, no information from the peer consultant will be requested nor will any be offered about the situation.  
*(Members' Guide to the BCTF, Policy 30.A.24-32)*

**For more information about the service**

Contact the Peer Support Services coordinator, Michelle Davies, at  
604-871-1803 or toll free at 1-800-663-9163, local 1803  
or  
Miranda Light, administrative assistant at 604-871-1807  
or toll free at 1-800-663-9163, local 1807