



## Peer Facilitator Toolkit

Ice Cream Rounds (ICR) is a unique resident/fellow debriefing model demonstrated to nurture comradery and resiliency through an RCAPS Counsellor facilitated, non-evaluative peer setting group. Ice Cream is often served for comfort but the emphasis is on dialogue, care, and connection as counterpoints to judgement, burnout, and isolation. Interest and uptake in ICR has skyrocketed since its pilot with Pediatrics in 2013, with, at present, over 25 distinct PGME Programs requesting and regularly rebooking RCAPS counsellors for ICR facilitation throughout the year.

### How can we further extended the reach and benefit of this model?

The 'Ice Cream Rounds Peer Facilitator Toolkit' is intended to empower motivated resident groups, chiefs, and wellness champions to self-implement their own simplified version of Ice Cream Rounds in a productive and psychologically safe manner. The RCAPS Office recognizes the practical barriers to delivering regular, in-person facilitation across our Province-wide sites. This toolkit is a basic user guide. We strongly encourage Peer Facilitators and group participants to seek and access more tailored support from our office and counsellors in the preparation, delivery, or post-discussion stages of your debriefing groups, as needed.

#### Peer Facilitator Role

Thank you for volunteering to facilitate this group! Ideally, you will be supported by a resident co-facilitator to assist with room-set up, timekeeping, and debrief facilitation duties. Key functions of your role include communicating the group guidelines (next page), and encouraging reasonably equal and respectful engagement between group members. If a group member communicates distress, it falls within your role to check in and offer referral support as needed. **Do not push yourself beyond your comfort zone** as a facilitator. Responsibility for peer-led ICR should be distributed among participants.

#### Ice Cream Rounds Format & Guidelines



#### Counselling Support & Resources

The Resident Counselling & Peer Support Office is available to offer **support** around planning, delivery, and emerging issues pertaining to peer-led Ice Cream Rounds.

We encourage the organizer to schedule a telephone or Zoom consultation with an RCAPS counsellor prior to your first group. Our office is also an appropriate resource for group participants seeking further counselling support. Email inquiries to:

[pgme.rcaps@ubc.ca](mailto:pgme.rcaps@ubc.ca)

**Urgent crisis support and referrals are available 24/7/365 through the Physician Health Plan's free and confidential help line:**  
**1.800.663.6729**

# Ice Cream Rounds Format

- SET-UP ICE CREAM (OR SNACK) BUFFET
- ARRANGE CHAIRS INTO A CIRCLE
- ELECT TIMEKEEPER (IF FACILITATING ALONE)
- IDENTIFY FOLLOW-UP COUNSELLING RESOURCES
- SELECT THEMES FOR GROUP DISCUSSION



FOR TOTAL EXERCISE



WELCOME GROUP • REVIEW GUIDELINES • CHECK-IN



OPEN FORMAT SHARING & THEME EXPLORATION



CHECK-OUT

## C.E.N.T.R.E. Guidelines

*Honest and vulnerable sharing between residents is known to mitigate burnout, self-criticism, and aloneness, while boosting compassion, connection, and self-esteem. However, this open format also presents risks around miscommunication, interpersonal tension and distressing emotional activation. A short review and discussion of the C.E.N.T.R.E. Guidelines at the start of a debriefing group will increase psychological safety and group cohesion (Cave, et al., 2016).*

**Confidentiality (with standard limits)** Outside of the meeting, members are requested to speak only about their own individual experience, and to share only what the group agrees can be openly discussed. If one member wants to follow-up with another about something that they said in the group, this guideline requires permission from that person to talk about the issue. The standard limits refer to the legal requirement to break confidentiality under certain circumstances (i.e. risk of harm to self or others).

**Equal airtime** This guideline supports the equal opportunity for each member to participate and attend to each person speaking. The leader manages equal airtime; however, the guideline establishes a responsibility for all members to monitor their own behaviour to allow for equal participation.

**Non-judgemental (respectful) listening** This guideline requests us to trust that whatever someone says is that person's genuine experience. Each member commits to speak from their own authority (using 'I' statements), and seeks to understand before seeking to be understood. Only one person speaks at a time. Feedback should be constructive and describe behaviours rather than a character assessment. Turning pagers and mobile phones off or notifying the group of an expected message demonstrates respect.

**Timeliness** Arriving, beginning and ending on time, with all participants knowing the start and end times.

**Right to pass** Everyone has the right to pass if invited to speak. Needing more time for reflection or having nothing to contribute are valid reasons to pass. If someone passes, then after hearing from others that person can be invited to speak a second time, and again still has the right to pass.

**Engaged** Everyone is encouraged to be as engaged as they can be while recognising that only each member knows what else is happening in their lives. This guideline encourages each person to acknowledge, at least to themselves, what may be distracting them.