Enhancing Triumph's Ambassador Program through an Online Peer-Mentor Training



Emily Abraham, OTD/s

Site Mentor: Andrew Skinner, Executive Director

Faculty Mentor: Elise Leizerovich, OTD, OTR/L



Site Description

- Nonprofit Organization founded by Andrew and Kirsten Skinner in 2008. Headquartered in Santa Clarita, CA.
- An organization helping people triumph over paralysis.
- **Mission**: To help children, adults, and veterans with Spinal Cord Injury /Disorder (SCI/D) to triumph over their disability and to inspire them to keep moving forward with their lives by pushing themselves to get better everyday (Triumph, 2022a).

Identified Needs

- 1. Development of an online training program for Triumph Ambassadors.
- 2. An evaluation of youth camp at November Adaptive Sports Festival.
- 3. Creation of a community health advocate program.

Literature Review

- Peer-led interventions involve the mentors promoting physical activity following SCI, preventing secondary health conditions, and promoting self-efficacy (Barclay & Hamilton, 2019).
- Peer mentors are equipped to provide experiential knowledge and support to individuals with similar conditions (Aterman et al., 2022).
- Effective mentors have qualities such as patience, positive attitude, and trustworthiness. It is important to consider mentors who display these qualities as it helps to facilitate emotional support and empathic understanding to mentees (Sweet et al., 2021).
- Online peer-mentor training is an evidence-based practice specifically for community-based organizations for individuals with SCI (Best et al., 2019).

Learning Objectives

- 1. Update and improve Triumph's Ambassador program using current evidence-based research techniques.
- 2. Complete a program evaluation of the youth adaptive sports camps at Triumph Foundation.
- 3. Develop a Community Health Advocate program within Triumph Foundation.

Project Description

Problem: Despite the importance and benefit that peer-led interventions offer to the SCI community, there is a lack of a standardized protocol or training program for peer-mentoring programs within SCI organizations.

Primary Focus of Capstone Project: Program Development

Purpose: To create an online training program to prepare qualified applicants to become successful Ambassadors of Triumph Foundation and effectively serve the SCI community.

- In collaboration with DCE site mentor, the capstone student created four online learning courses to train qualified Ambassadors to become peer mentors in the SCI/D community.
- The Four Courses cover:
- 1. Triumph 101
- 2. Being an Ambassador
- 3. Diversity, Mental Health, Sexuality, and Privacy/HIPAA
- 4. Newly Injured Support
- Updated recruitment process and created application for individuals interested in Triumph's Ambassador program.
- Second Learning Objective: Program Evaluation of Youth Camp
- o Created volunteer guidebook for Triumph youth camps which includes:
- Volunteer roles and responsibilities
- Schedule for youth camp at Triumph's sports festivals
- Triumph's expectations for volunteers

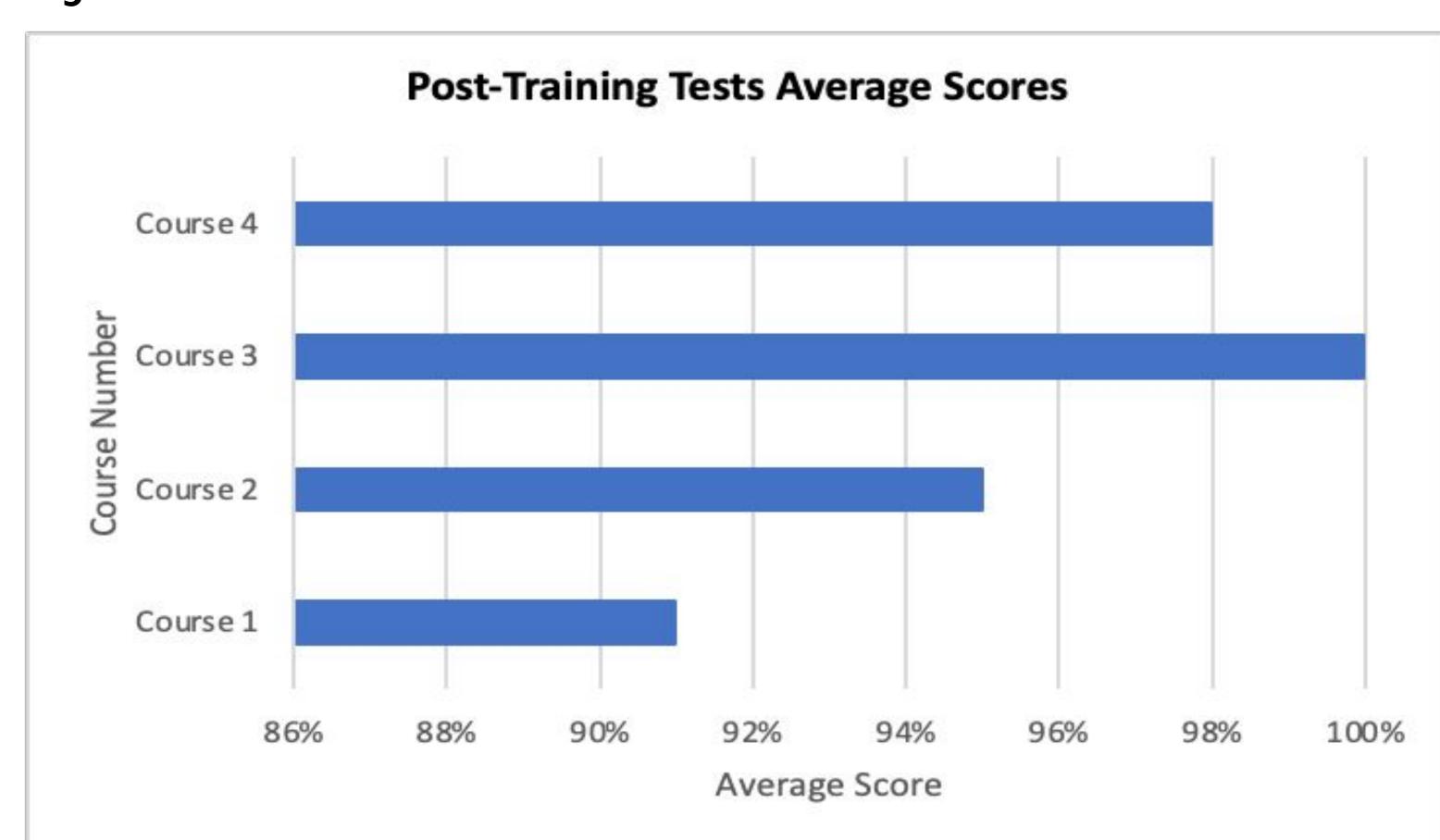
Evaluation Outcomes

Methods used to evaluate the online Ambassador training:

- An anonymous survey for current Ambassadors after they completed the training
- 2. An evaluation tool completed by Triumph Foundation's board members
- 3. Results from the post-training assessments of each course module Course Content Evaluation Tool Rated (4) Categories:

. Organization and Management

- 2. Professional Competence
- 3. Instructional Methods
- 4. Learning Outcomes
- The performance, determined by the cumulative responses on the content evaluation tool, revealed that performance was demonstrated at superior levels in all four categories.
- Post-training tests were required as part of the online training.
 Average scores were **above 91%** for all four courses, indicating that participants demonstrated knowledge and understanding of the learning objectives for each course.



- Results from Ambassador Post-Training Survey:
- 100% of Ambassadors "strongly agree" they feel confident to be a peer mentor in the SCI/D community.
- 75% of Ambassadors "strongly agree" that they feel knowledgeable of SCI/D after completing this online training.

Scholarly Deliverables

- . Four online training courses for Triumph Ambassadors
- 2. An application document for the Ambassador program
- 3. Program Quality Assessment of Triumph's Nov 2022 youth camp
- 4. Youth camp volunteer guidebook

Benefits of Peer Mentorship

- Psychological Benefits
- Knowledge Transfer / Education
- Reintegration
- Emotional Support
- Improved Physical and Mental Health
- Improved Quality of Life
- Building Relationships





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References

