



CAPITAL PEER
PEER SUPPORT TEAM

Tough Phone Call?

Email: hscapitalpeer@countyofdane.com



Helping members isn't always easy...

You could give the best customer service and still end up with an angry member on the phone or in the lobby, but it's more than just that. Sometimes the stories we hear can take a toll leaving us feeling drained, anxious, sad, or frustrated.

Life happens...

They always say leave your home stuff at the door but now for many of us our home is our office making it even harder to "leave it at the door."



Sometimes you come to work not feeling your best...

We all have tough phone calls and tough days too. Sometimes we work through a headache, a cold, or mental health challenges. Dealing with mental or physical health challenges while working can contribute to making a work day feel tougher.



Talking with someone that really listens can help...

We didn't talk to the same member that you did and may not know exactly what you are dealing with but we've had tough calls and life challenges and we want to listen & support you in a way that is meaningful to you.



Contact us when you're ready.....

As peer specialists with Capital Peer, we are **confidential**, trauma informed, Mental Health First Aid Certified, and peer support skills trained peers, your peers. We are here to support you today and any day you need to vent after a call or are riding the struggle bus (like we all do sometimes)



YOU ARE NOT ALONE

To request a private & confidential peer support meeting, email us at:

hscapitalpeer@countyofdane.com
(No prior approval is needed)

