



**WOMEN'S
ENG25**

Peer Support at Rugby World Cup 2025

Online Training Sessions



UNIVERSITY OF
CALGARY

WOMEN'S
RUGBY



WORLD
RUGBY

heather naomi lewis
consultancy



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1. Contact List



If you have any questions about the Peer Support Program,
contact us:

Lindsay Starling lindsay.starling@worldrugby.org

Roo Chintoh araba.chintoh@ucalgary.ca

2. Schedule



Please attend ONE of Part 1 AND Part 2

Part 1 (1 st Session, 90mins)	Part 2 (2 nd Session, 90mins)
9 June @ 1600 UTC Zoom Meeting ID: 874 1425 9220 Passcode: 863797	20 June @ 1600 UTC Zoom Meeting ID: 892 2574 3181 Passcode: 062056
9 June @ 2100 UTC Zoom Meeting ID: 885 7960 1303 Passcode: 820049	20 June @ 2100 UTC Zoom Meeting ID: 859 6460 4397 Passcode: 404331
16 June @ 1600 UTC Zoom Meeting ID: 834 1829 5974 Passcode: 456152	26 June @ 1600 UTC Zoom Meeting ID: 827 4071 8200 Passcode: 717431
16 June @ 2100 UTC Zoom Meeting ID: 823 5766 1607 Passcode: 430483	26 June @ 2100 UTC Zoom Meeting ID: 818 4877 4563 Passcode: 270510

Time Zone Converter <https://www.timeanddate.com/worldclock/converter.html?iso=20250606T170000&p1=1440>

3a. Pre-Work



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Consider these features of the concept of culture and apply them to the task on the next page:

Values and Beliefs:

Core principles guiding actions and decisions.

Social Norms:

Accepted behaviors within a group.

Symbols/Language:

Shared symbols, words, or phrases.

Stories:

Narratives that define a group's history or identity.

Artifacts:

Physical items representing a culture.

Heroes:

Figures who embody the culture's ideals.

3a. Pre-Work



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1. Think of a culture that is relevant to you and consider how its values, norms, heroes, etc., shape your identity.
2. Which of your cultural values might influence how you approach peer support?
3. How might "culture" manifest for players/management in the RWC environment.

3b. Pre-Work



Watch this video:

<https://www.youtube.com/watch?v=1Evwgu369Jw>

and reflect on how you might incorporate empathy and sympathy in your peer support role

4. Facilitator Info



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Heather Lewis

Elite Athlete Lifestyle Advisor
Principal, Heather Naomi Lewis
Consultancy,
Sport Program Lead.

Ms. Lewis works in corporate and high-performance sport settings facilitating mental health literacy and trauma-informed relationship training. She is passionate about advocating for and cheer leading people in both elite sport and sport for development.

Heather completed her Masters degree research on 'The Lived Experience of Mental Health in a Rugby World Cup Context' and sits on various advisory boards. She has worked with international NGB's and elite professional athletes and their families, in sports such as rugby union, football, ballet and strongman.

Heather started her career as a Professional Youth Worker and has experience working with Elite Athletes, Residential Pupil Referral Units, Youth Justice Teams, People Seeking Sanctuary (Refugees and Asylum Seekers) and Care Experienced Young People.



Araba "Roo" Chintoh

Consultant Psychiatrist
Assistant Professor,
University of Calgary
Research Fellow,
Maties Centre for Sport Leadership,
Stellenbosch University

A former international with Rugby Canada, Dr. Chintoh now provides consultation to international sports federations offering technical, scientific, and clinical expertise on athlete welfare priorities including brain and mental health. Dr. Chintoh chairs the World Rugby Women's Player Welfare Working group and the International Olympic Committee Rugby Athletes' Commission.

After completing a PhD in neuroscience at the University of Toronto, she pursued an MBBS at the University of Newcastle, Specialty training in Psychiatry and a Clinical Research Fellowship in Schizophrenia. She rounded out her post-secondary education with the IOC Diploma in Sports Medicine. Her research is supported by the Hotchkiss Brain Institute, the Mathison Centre for Mental Health and Education and the Mental Illness Stress and Trauma program established in the memory of Mr. Mike McClay.



Jenn Cusick

Certified Psychosocial Rehabilitation
Practitioner
Advanced Level Wellness Recovery
Action Plan Facilitator Appreciate
Inquiry Facilitator

Jenn led one of the British Columbia's first mental health peer support programs from a small and underutilized program to a robust service that reaches struggling people in incredibly diverse settings.

In 2015 Jenn created Luminare Wellness in order to satisfy her itchy visionary spirit, and share what she has learned from her time trailblazing innovative, transformative ideas with an even broader community.

Today Jenn delivers peer support and staff development trainings, facilitator skills trainings, and team-building workshops. All trainings and workshops focus on trauma-informed practices that unpack biases, support interconnection, and encourage self-determination in people supported.

5. Additional Training



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Safeguarding

Protect the Game

WORLD RUGBY PASSPORT STRANDS ▾

🔍 English (en) ▾ 👤 ▾

Passport - World Rugby's Home of online learning

Welcome to our online learning hub.

- Individuals providing peer support during RWC are asked to complete World Rugby's [Safeguarding](#) and [Anti-Corruption](#) Training found on the [Passport Online Learning Hub](#).

<https://passport.world.rugby/safeguarding/safeguarding-essentials/>

<https://passport.world.rugby/protect-the-game/keep-rugby-onside/>

Lindsay Starling lindsay.starling@worldrugby.org will verify your completion certificates.

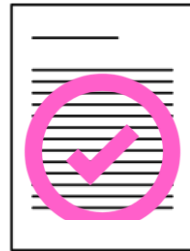
6. *Next Steps

*the RWC team will be in contact with you soon.

Reference Checks

To mitigate risks and support the safety and quality of care, volunteers will be required to submit references from individuals who can speak to their suitability, stability, trustworthiness.

References will be asked to identify any past behaviors, interpersonal issues, or ethical concerns that might make the volunteer unsuitable for a supportive role.



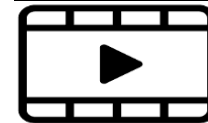
Memorandum of Understanding between Peer Supporters & RWC

To ensure RWC LOC and volunteers are aligned, all stakeholders will sign an MOU that:

- a) Clarifies roles and expectations,
- b) Establishes boundaries and limitations of the role
- c) Supports accountability and outlines steps for conflict resolution.

Peer Supporters will be Assigned to Teams

- o You will have an opportunity to rank the unions the you prefer to support and we will make efforts to match preferences,
- o We will designate 2-3 volunteers per union, matching language capacity, where possible.



Record Introductory Video

To enhance accessibility and engagement without interrupting the team environment, the peer supporters will record a video that will be distributed to their team, including a:

- o Personal Introduction
- o Summary of Playing experience
- o Motivation for volunteering as a Peer Supporter
- o Outline of availability

Teams will Receive Info about the Peer Support Program

PEER SUPPORT @ RWC25

Common reasons to connect:

- o **Feeling isolated** or homesick
- o **Dealing with a tough loss** or injury
- o **Feeling overwhelmed** by pressure
- o **Struggling with nerves** before a match
- o **Having trouble sleeping** or shutting off
- o **Navigating conflict** with players/staff
- o **Questioning your identity** beyond RWC
- o **Just need to talk** to someone who gets it

Your Supporters:
Jenny Lailanie



Weekly Community of Practice

- o Throughout RWC, there will be weekly virtual meetings where volunteers can gather to connect, discuss challenges, and receive support.
- o Volunteers will have access to crisis navigation support through Dr. Araba "Roo" Chintoh, consultant psychiatrist and Ms. Heather Lewis, chaplain and elite athlete lifestyle advisor.



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Thank you



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luminate
wellness