



# Family Information Package



Connecting Families  
within  
Caring Communities

THE ONTARIO  
TRILLIUM FOUNDATION



LA FONDATION  
TRILLIUM DE L'ONTARIO



# *Welcome To WrapAround!*

**We have designed this information package to give families an introduction to the WrapAround process. Included you will find:**

- ❖ **What is WrapAround?**
- ❖ **Is WrapAround For You?**
- ❖ **Steps in the Process**
- ❖ **How Wraparound Can Help You and Your Family**
- ❖ **Sample Agenda for a Child and Family Team Meeting**

*“There are times as a parent when you don’t know where to turn for help and get frustrated trying everywhere you know and still coming up blank. WrapAround helped me to coordinate my numerous community and social service agencies into a support team working towards the same purpose ... to make life better for me and my family”*

*“Knowing that WrapAround would be there to see things through and wouldn’t give up on me and my family was a very positive feeling.”*

*This package was adapted and reproduced with permission from Elgin County Wraparound Initiative.*



## WHAT IS WRAPAROUND???

The Wraparound process is a way of working together with families and children who have complex needs to make life better. A WrapAround Facilitator works with each family to put together a Child and Family Team made up of those people who know the family well, and have been helpful and supportive. These could be family members, friends, neighbours, workers from an agency, teachers, church ministers etc. These are the people who work with the family to put together a plan to achieve the family's goals. This is called a WrapAround Plan and each plan is different.

Wraparound is rooted in the belief that people know what is best for them and what they need and that all individuals have strengths and gifts to contribute. WrapAround believes also that local communities are full of resources and creativity, and that communities and individuals are enriched as people work together.

The WrapAround Plan put together is **your** plan and is based on the way your family really works, and the things that you enjoy and work for you.

The Plan is put together to meet the needs the family has. These needs might include housing, school, legal, social, recreation, connection to faith community, transportation etc. The **family** sets the goals that they would like to achieve and the Child and Family Team helps the family in planning to achieve these goals.

Child and Family Team members make a commitment to stick with the process. When things do not go well, the child and family are not "kicked out" of Wraparound, but rather, new strategies are developed and tried. If the Plan is not working, then the plan is changed.



## IS WRAPAROUND FOR YOU???

- ✓ Do one or more members of your family have needs that are not being addressed by existing social services or the school system?
- ✓ Are you feeling worn down from trying many different services?
- ✓ Do you feel that some of the needs in your family don't quite fit with services that are available?
- ✓ Do you feel you've run out of ideas for how to make things better yet feel that there's got to be a way?
- ✓ Do you like the idea of having friends/family and professionals working with you as a team?
- ✓ Are you tired of always talking about problems?
- ✓ Do you like the idea of working with a Wraparound Facilitator who is trained in helping people notice strengths and in helping groups be creative about meeting needs?
- ✓ Does it give you hope to consider working at making your life better by building on your family's unique strengths?
- ✓ Do you think that meeting as a team will help lighten your load and help you feel supported?
- ✓ Are you willing to commit to meeting with a team of people for six to twelve months? Meetings would likely be weekly for a few hours over several weeks and then monthly or every couple of months once a plan is put in place.



## STEPS IN THE PROCESS

1. A Wraparound Facilitator will be assigned and will call to set a time to meet with the entire family. (*Wraparound Facilitators come from many walks of life. All Facilitators have been trained in the Wraparound process.*)
2. The Facilitator will assist your family to recognize the strengths of all members.
3. The Facilitator will assist your family to arrange a convenient time for all Child and Family Team members to meet.
4. You and your family will identify the goals you would like to achieve.
5. The Child and Family Team will help you plan and figure out how to reach those goals.
6. The Child and Family Team will meet regularly to assess the success in moving toward reaching the goals, to re-think any parts of the plan that aren't working and to celebrate successes.
7. You and your family will decide how long Wraparound will be involved.



***Wraparound  
One Family - One Plan - One Focus***

## How Wraparound Can Help You and Your Family

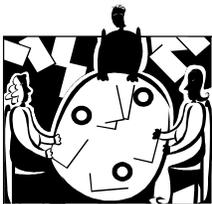
People who are WrapAround Facilitators try to work as **glue** for family, friends, community and the system. They help families and service providers ensure that things work well for the family. The Facilitator tries to be a neutral person who works to make things run more smoothly for everybody concerned. They listen to what families have to say about what is important to them and what they think would be helpful, and then help others hear this.

### A Facilitator will:

1. Listen without judgement.
2. Help you bring people together.
3. Make sure everyone is working towards the same goals.
4. Make sure a plan is written up.
5. Make sure there is a follow-up to the plan.
6. Continue to support family and team as needed.

### Principles of Facilitators:

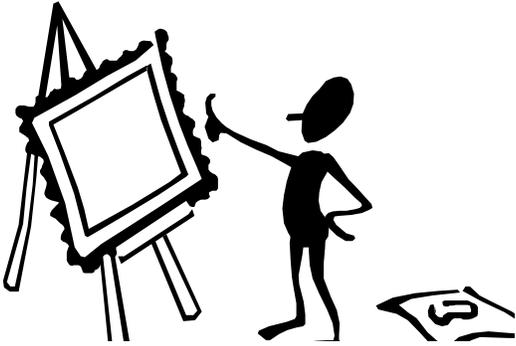
1. Honour the family's voice.
2. Listen to what the family has to say and what they think would helpful.
3. Help others listen to the family.
4. Commit and take action.
5. Do Planning based on family strengths.



**Child and Family Team Meetings** are an important step in helping everyone work together to experience success.

A Facilitator can help you:

- Identify what you feel is important to discuss at a meeting
- Identify who should be at the meeting and where it should be held.
- Develop an agenda (what you want to cover) for the meeting.
- Invite other key people to the meeting.
- Introduce new members to your team and help them become a part of the overall Plan.



**Here is an example of an agenda for a Child and Family Team Meeting and the kinds of things that happen at one of these meetings:**

1. Welcome and introductions...Everyone should introduce themselves and share how they know the family.
2. Update...time to share positive experiences (e.g. what's been happening for the family and child, new activity or skills gained, new home, new puppy, etc.)
3. Time to share needs...(e.g. is there a need for more support, any financial needs or transportation needs, etc.)
4. What will meet these needs...(e.g. what would the family find helpful, what others would say would be helpful)
5. Time to develop a plan...who will do what, by when.
6. Next Meeting Time



*The Facilitator will help write up the information, discussion and plan of action from the meeting and send copies out to all meeting members. Prior to the next meeting, the facilitator will touch base with your family and the other team members to confirm the upcoming meeting, and may call people from time to time. The Facilitator can remain involved with your family and team as long as everyone feels there is a need to have someone help keep everyone organized and communicating openly.*

