

## TO QUALIFY

In order to qualify for the Caroline Families First Program you must meet the following:

- A resident of Halton
- Between the ages of 2-21 years
- Diagnosed or query diagnosis of a mental health struggle for the child/youth
- Willingness to participate in the program
- Must be connected to one of the doctors listed below

**The following is a list of family doctors and paediatricians that have referring privileges to the CFF program.**

CAROLINE FAMILY HEALTH TEAM  
For a full list of doctors please refer to the website: [www.carolinefht.ca](http://www.carolinefht.ca)

BURLINGTON FAMILY HEALTH TEAM  
For a full list of doctors please refer to the website: [www.burlingtonfht.com](http://www.burlingtonfht.com)

COMMUNITY PAEDIATRICIANS  
Dr. Sharon Carson  
Dr. Laura Gerber  
Dr. Arinder Malik  
Dr. Anthony Ford-Jones

**If your doctor is not listed here, you are not currently eligible for this program.**

**Those who are ineligible for CFF can always call 905-634-2347 to access ROCK's childrens mental health services.**



caroline  
families  
first

is a partnership between



Caroline  
Family Health Team



Burlington  
Family Health Team



Caroline Families First  
Program Manager  
Michelle Whalen  
[michelledw@rockonline.ca](mailto:michelledw@rockonline.ca)

### Office Locations:

In Beechtree Medical  
700 Guelph Line  
Burlington, ON L7R 3M8

Caroline Family Health Team  
3305 Harvester Road  
Burlington, ON L7N 2M8

Burlington Family Health Team  
Suite 103, 1221 Lakeshore Road  
Burlington, ON L7S 0A1



caroline  
families  
first

Collaborative health  
care to fit your needs.



## WHAT ROLES DO CFF STAFF FILL?

Family Support Providers are "someone who has a similar life experience or circumstance to yours. They have engaged in special training and skill development to support you in creating the life you want"- Centre for Innovation in Peer Support

Care coordinators oversee the care plan, implement the wraparound process, communicate with each care team and connect with community resources.

## WHAT IS WRAPAROUND CARE?

Wraparound is an intensive, individualized care planning process which, aims to achieve positive outcomes by providing a structured, creative and individualized team planning process. The process focuses on connecting families to their communities along with other supports and services while building capacity within their own families to manage challenging times.

## WHAT IS THE CAROLINE FAMILIES FIRST PROGRAM?

The Caroline Families First initiative is a family-driven wraparound model of care that seeks to address the need for more open communication between primary care and community-based mental health services.

This initiative hopes to build a system-wide understanding of families and the importance of truly and whole-heartedly listening to what they say, valuing what they bring to the table, and encouraging other communities to develop similar partnerships that will benefit families.

"I would recommend this program to any family that is concerned for one of their children. I am both thankful and grateful." - Parent

"I love this process, bringing us all together in one place is amazing having the doctors here was truly helpful." - Service Provider

"The wraparound meeting was a great experience for us. We actually saw something happen, and what would have normally taken weeks, even months to get sorted out and agreed to, happened in one hour." - Parent