

## Quick Reference Guide

“If it is ABOUT families, it must be WITH families... child and youth mental health is about families.”\*

### ABOUT FAMILY-DRIVEN CARE

Family-driven care means families are expert partners and primary decision-makers in the care their family receives from your organization.

### FAMILY-DRIVEN CARE:

- Acknowledges the family as a constant presence in a child's life
- Builds on family strengths
- Supports family members to have a strong voice in the services they receive
- Focuses on families' strengths, talents, interests, values and beliefs
- Ensures family members are a part of their child's treatment
- Uses strategies that empower families
- Seeks out the expertise of family members
- Respects family choice
- Believes in each family's potential to learn and grow

### SUPPORTING FAMILY INVOLVEMENT



Part of family-driven care is encouraging all families to be involved. If families are reluctant, work to understand their concerns and address them.

#### Families might...

- Feel overwhelmed and isolated
- Not have enough information or support
- Have had negative experiences in the past
- Feel intimidated by an unequal power structure
- Feel the stigma of blame and a lack of respect
- Be skeptical that providers will listen to them

#### You can help by...

- Creating an atmosphere of acceptance and respect
- Building a collaborative “team” culture
- Providing access to family peer support
- Exploring and honoring each family's culture
- Supporting families' decisions
- Reducing the use of jargon and technical talk
- Building confidence and hopefulness by recognizing progress

### IS YOUR ORGANIZATION FAMILY DRIVEN?



This is what you might see as your organization puts families in the driver's seat!

- ✓ Families identify their priorities, needs and resources to create an individualized plan
- ✓ Families collaborate with providers to make all decisions about their services
- ✓ Families openly express preferences, needs, priorities, and disagreements
- ✓ Families collaborate actively in identifying goals and activities
- ✓ Families are given the information and support they need to actively participate
- ✓ Families determine key outcomes and assess what is working or not working

#### Source

\* Chovil, N. (2009), p. 33