

To really have a voice, I need the opportunity to say it “my way” to someone who really listens and can do something about it.

Office of the Child, Youth and Family Advocate

A self-help guide to solving problems

Note details such as:

- What happened?
- When did it happen?
- What difficulties has this situation caused for my child or me?
- What policies, laws, etc., apply to my situation?
- What are my rights and responsibilities?
- What are the system’s rights and responsibilities?
- Make sure your concerns are based on what you know to be true from your experience or your child’s experience.

Issue/Problem/Concern:

Note the events/incidents that have led to this concern:

Possible information sources:

- School or school board office (information on policies, procedures, etc.)
- Your local parent advisory council
- Manitoba Association of Parent Council Advocacy Project
- Manitoba Association of Parent Council Office
- Office of the Ombudsman
- Local child and youth serving agencies
- Community and school based counseling services
- Mental health agencies

Manitoba Association of Parent Councils Advocacy Project

Actions Taken: *It is important to keep all of your information together for easy reference, including records of whom you have spoken to, what correspondence you have sent and received, etc.:*

Note details such as: <ul style="list-style-type: none">• Who you talked to.• When you talked to them.• How? letter, telephone, fax, etc.• What was said?• What they said they would do for your child.• When and how they will let you know what action has been taken.• What you said you would do.• Do you need to call them back?	Date: _____ Action: _____ Outcome: _____

	Date: _____ Action: _____ Outcome: _____

	Date: _____ Action: _____ Outcome: _____

<ul style="list-style-type: none">• What will best meet my child's needs?• Will I know agreements are upheld?• Who will be responsible?• When will the action plan be started?• Who should I talk to if I have further concerns?	List some of your ideas for solving the problem(s):
	1. _____
	2. _____
	3. _____
	Other concerns/ideas:

