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7070-030-100 : Aq

1070-1641 Commercial Drive Community Office:







Advocacy Guide Vancouver-Mount Pleasant

08+8-189-+09 child custody: issues, mental health and welfare issues, tenancy advocacy on legal issues, their children, including the process of obtaining services to women and Provides a variety of Women's Centre

Downtown Eastside

Denefits: 1-800-663-1278 SICHACIONS INVOIVING dISABILITY disabilities including supports persons living with Advocacy Access Program Disability Alliance BC

S988-189-109 and social assistance: issues, old age benefits including housing/tenancy members of the DTES Supports available to

First United Church

7278-282-109 beusious: assistance and old age benefits, employment sncy as disability social assistance Helps people through Society Peoples' Advocacy

0+61-754-338-1 tinances: including housing and been violated whose rights have abused, and those are, or may be to older adults who συς σαλοςσελ εθιλιεθε Provides assistance and Support Elder Advocacy **BC** Centre for

challenges: 604-251-2801 experiencing mental health 2npports people The Kettle Society

8791-489-409 guq snbbout: CILIZENS WILD Advocacy new immigrants and services that help Social and community

S.U.C.C.E.S.S.

9796-757-409 settlement cases: and refugees including Supports immigrants

DIAZOM -800-476-3933 youth welfare system: families with the child and to children, youth and Provides advocacy support Children and Youth BC Representative for

5905-783-409 ασνοςας resources: and provides additional Ompndsperson complaints welfare access, helps file Collects complaints about

Advocacy Centre BC Public Interest

issues: 604-878-7400 support for a variety of Provides legal advice and Access Pro Bono

support: 604-255-0546 Housing and Tenancy act Advisory Centre (TRAC) lenant Reource and

> Kesources Advocacy

Advocacy 101: POWER

Persistence

Stay focused on your goal and understand that change sometimes takes time, you may need to follow up - don't hesitate to escalate your complaint.

Options

Explore what your options are. What is the best method of communication for you: in person, by email, by phone. Ideally, make an appointment!

Wording

Clear communication is the best tool for being heard. Speak and use body language in a way that demonstrates mutual respect. Choose your words with intention, on and off the page.

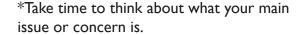
Empowerment

You are the expert on your own life and situation, you are your own best advocate and have the right to be heard.

Resourcefulness Understand there is a process involved in the area you are trying to address. Arm yourself with information, ask questions, and don't be afraid to ask for help!

Advocacy Tips

Advocacy is a skill for solving problems and addressing issues - it takes practice.



*Decide what you are trying to acheive and figure out the best outcome for your situation.



- Have a pen and paper handy to record important information
- Ask for the name and contact information for the person helping you
- Ask for the date when you will be notified of the decision
- Keep track of your documents, and who you have talked to
- Ask for the policy or law that informed the decision

Administrative Fairness

Governments and organizations should:

- Explain things clearly and be consistent
- Listen to you and involve you in the process
- Assist you in a reasonable amount of time
- Make decisions based on policy or legislation
- Allow you to speak up for yourself without reprisal (fear)
- Treat you with respect

Start Local



→ File a complaint → Take it to the next level →

Ombudsperson

The Ombudsperson independently investigates

complaints of unfair treatment.

If you think a provincial

government ministry, local

government, or other

provincial public authority has

treated you unfairly - they

may be able to help:

1-800-567-3247

Our office is happy to

help along the way!

-Faxing or emailing documents

-Providing contact information

-Assistance with letter writing

-Phoning or writing on your behalf

-Connecting you with advocates

We can assist with:

-Photocopying

-Printing online forms

-Providing referrals

Ministry of Social Development + Social Innovation (MDSI)

Call I 866 866-0800 or visit your local office to state that you want a decision reconsidered.

Fill out a "Request for Reconsideration" form and return it to your local office. This must be done within 20 days from the original decision you are disputing.

You have 7 days to appeal the decision through the Employment and Assistance Appeal Tribunal. Fill out the Notice of Appeal Form (you recieved this with your reconsideration) and mail, fax or email it in.

Ministry of Children and Family Development (MCFD Speak with or write a letter to the Social Worker who made the original decision. If unresolved, ask to speak to their supervisor.

Call 1-877-387-7027 to speak to a complaints specialist. You will be sent a letter outlining your complaint. It will either be resolved with a social worker or undergo an administrative review. You will get a letter explaining the outcome.

You can request an Administrative Review at any time during the process. If you want more advocacy support, contact the BC Representative for Children and Youth: I-800-476-3933.

Ministry of Housing-**BC** Housing

Speak to your landlord or property manager then write a simple letter outlining your issue.

Call BC Housing general inquiries at 1-866-465-6873 to explain your concerns, ask to speak to a supervisor if necessary.

File a formal complaint by emailing complaints resolution at BC Housing: ComplaintResolution@bchousing.org

If you live in a building run by a non-profit society, you are covered by the Residential Tenancy Act. Speak with TRAC regarding your rights.

Ministry of Health MSP + Pharmacare Speak with your doctor to check that all necessary paperwork was filed.

Call 604-683-7151 to speak with a Health Insurance BC representative and state your concerns.

Start the appeals process:

a) Pharmacare: write a letter to Pharmacare Appeals.

You will receive a response back by mail within 45 days. Note - MSP only: If you are not satisfied, write a letter to the Ministry of Health.

- b) MSP: write a letter to Health Insurance BC.

Most Ministries follow a similar process!

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