



## Office of the Citizens' Representative



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Are *you*  
having a  
problem  
with  
provincial  
government  
services and  
programs?



## Steps to Being an Effective Self-Advocate

Seeking fairness...  
finding solutions

## **SPEAK OUT FOR YOURSELF**



### **The Purpose of Self-Advocacy**

Self-advocacy is about empowering and enabling people to take responsibility for decisions that affect their lives. Self-advocacy can help you:

- clarify your own views and wishes;
- express your views and wishes in a way that ensures they are understood by others;
- provides you with options so you can make decisions and take your own actions;
- helps you to get independent advice.

### **What are the Steps to Successful Self-Advocacy**

#### **1. Define the problem:**

- begin by defining the problem and coming up with a clear, concise description of the problem.

#### **2. Develop an action plan:**

- research your problem;
- what resolutions do you hope to achieve;
- what are the steps in your plan;
- where and with whom should you raise your issue.



### **Methods of Self-Advocacy**

- resolving problem over the phone;
- resolve problem face-to-face;
- resolve problem by writing a letter.



Remember when you are speaking up for yourself you may get frustrated and angry if the other person is negative or difficult to deal with. If you lose your temper, it may make it more difficult to get what you want and need for yourself.

***Act as if what you do makes a difference. It does.***

*~William James~*