

If it's wrong
**right
it!**

**You tried,
You talked,**

If it feels like
no-one is listening, call

The Advocacy Office

 Ontario

The Office of Child and Family Service Advocacy...

listens, problem solves, mediates complaints, negotiates with service providers or government officials, networks with the community and intercedes on behalf of children, youth or young adults when they cannot speak for themselves.

The Advocacy Office has been in operation since 1978. Under the *Child and Family Services Act*, it is authorized to protect the rights and interests of children and families who are receiving or seeking services through the Ministry of Children and Youth Services, anywhere in the Province of Ontario. It advises the Minister on matters that concern children and families. Any student in a residential or demonstration school (Ministry of Education) is also entitled to call the Advocacy Office for help.

Clients include:

- Children and families.
- Young persons in conflict with the law.
- Children/youth living in child welfare and children's mental health settings, group homes, foster homes etc.
- Children/youth/young adults who have complex needs, for example, children with intellectual, learning and physical disabilities.
- Children/youth who are deaf, blind or hard of hearing.

Every child/youth in care has rights defined in the *Child and Family Services Act (CFSA)* and the *Youth Criminal Justice Act (YCJA)*. The Advocacy Office makes sure that children/youth in care know and understand their rights and that the laws that protect them from abuse or harsh treatment are enforced. Advocates empower children and families to make complaints about unacceptable treatment.

Advocates intercede and speak for children and their families who might not be able to get needed services or solutions to problems without help. Advocates also help communities with complex, case situations where more than one government or community agency needs to be involved.

In addition to consulting on cases, the Advocacy Office monitors broad complaints and concerns that affect groups of young people and their families, that can only be resolved by changes to the system. They advise the Minister of gaps in service delivery and recommend solutions.

The Advocacy Office makes every effort to offer advocacy services that are respectful and appropriate to children and families from various cultural backgrounds and lifestyles.

**If it's wrong,
the Advocacy Office
can help you right it.**

Office hours are from
8:30 a.m. - 5:00 p.m. Monday to Friday.
Advocates are available on call after hours.

Telephone:

(416) 325-5669

(outside Metro Toronto,
you can call collect), or

1-800-263-2841

(Toll-free - no charge)

(416) 325-2648 (TTY)

(416) 325-5681 (Fax)

E.mail: **advocacy@idirect.com**

Or write to:

The Office of

Child and Family Services Advocacy,

250 Davisville Avenue

5th floor, Suite 503

Toronto M7A 1G2

