

# Self Advocacy Tool

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## **Introduction:**

Advocacy is asserting a right; it is asking a reasonable request in the right language at the right time, in the right place and to the right person or committee or group. It is about getting people to do what you want so that everyone may benefit.

People get involved with advocacy for many reasons, often because they are directly affected by something in a negative way and see how, if things were changed, people would benefit.

This self-advocacy tool was created to help people make positive changes in their communities. Anyone with a neuromuscular disorder has faced challenges when trying to participate in their communities, or entering buildings, or dealing with people who do not want to be accommodating to simple requests for minor changes to programs, schooling or services. No matter how frustrating these situations can be, some of the most important things about advocacy are: staying calm, not burning bridges, and maintaining a positive attitude.

Advocacy is easier when it's not done alone. Getting other people involved makes it easier to effect change. When people get together to work on a project, the tasks can be split up, there are different points of view that can clarify issues and more thoughts and ideas are created. Being connected with as many different people and groups as possible helps – you'd be surprised at the number of people who will lend a hand when they are asked.

## **Social Action at Muscular Dystrophy Canada (MDC)**

Since the beginnings of the Organization, MDC has attempted to bring attention to the issues faced by persons with neuromuscular disorders. Assistance has always been available to registrants in resolving individual problems. Services staff are also active in dealing with community issues. MDC engages in social action to ensure that people with neuromuscular disorders can participate fully in all aspects of daily living. It aims to do this by:

- working with other organizations to bring about policy changes in community, provincial and federal governments
- providing volunteers in local Chapters and communities with tools they need to participate in local and community advocacy efforts.

At a local or provincial level, Chapters, individuals, Executive Directors and Services Directors advocate on behalf of MDC and persons registered with the Organization. On a national level, the Social Action Committee, the National Executive Director and the Director of Social Action are advocates for persons with neuromuscular disorders.

MDC feels that it is extremely important for those who have the most at stake to be effective advocates for themselves, their families and friends. This guide is the newest addition to the resources MDC has to offer for those people who wish to effect changes within their own communities and on a larger scale if necessary. This is not to say that MDC will not provide advice or assistance, feel free to contact your regional office for help, but it is those people facing the challenges of neuromuscular disorders directly that know best what changes need to be made. MDC is grateful to the leadership provided by the Social Action Committee members for their work in researching and developing this tool. MDC also wants to acknowledge the help received by a number of national voluntary health and disability organizations who shared their ideas and materials around the information needed in this tool. In particular we wish to thank the Council of Canadians with Disabilities, the network of Assisted Living Centers, and the Multiple Sclerosis Society of Canada for their input.

## **Advocacy In General**

Advocacy is an on-going process – it is intensely rewarding to be able to effect change that will help everyone participate fully in their communities as is their right and responsibility.

Advocacy is legally sound, morally defensible and intended to create changes that are practical and can be put into action. People who are advocates for a cause must stay focused and determined because it is a long process. Be persistent and evaluate the situation. If you are happy with the outcome, you have been successful; if you are not happy, keep trying.

When advocating:

- keep detailed records (how to do so follows)
- be clear about the problem and how it has affected you, your family, your peers
- create a plan with detailed steps
- have a solution in mind
- talk about your concerns with someone who has the power to make the necessary changes
- share your advocacy successes and barriers with peers ...
- keep your energy up and be mindful of your health

Advocating is necessary so that people know that you disagree with them on how things work and that rights, as set out in the Charter of Rights and Freedoms, have been violated. Often, when one person speaks out about something, others join in because they feel the same way.

## **Identifying the Problem or Barrier**

It is extremely important to clearly identify what it is that needs to be changed. This may sound simple but often what makes sense to the person facing the problem or barrier is not exactly clear to others. The problem needs to be stated in a way that says what the problem is and why. For example, if a person says “ I can’t hear what people are saying when they talk to me on the phone”, they need to give more information: “I can’t hear what people are saying when they talk to me on the phone because I can’t make the volume loud enough”. This makes it clear to anyone they are speaking with about this problem that the problem really does exist and that at this point the person who cannot hear conversations on the phone is not able to fix the problem.

It is important to make sure that others know that you alone cannot solve the problem you are presenting to them.

## **Researching**

Once you have defined your problem and decided on a solution, think about what resources are available to help you and who it is that you should speak with about getting your solution put into practice.

Brainstorm again about:

- who else may have faced the same problem you are
- what community groups (health unit, Muscular Dystrophy Canada, religious organizations, support groups, committees, etc) may be able to help you
- which laws could be involved in the problem and solution
- who has the power to decide whether or not your solution can be put into action

Talk to everyone you know about the situation. You might be pleasantly surprised to find out that they have important information you can use.

## **Brainstorming a Solution**

Once you have clearly defined the issue, you need to come up with a list of possible solutions. Think of as many as you possibly can, do not rule out any at this point based on how silly, extreme or unsatisfactory they may be. When you have a list, put the solutions in order of best to worst. Realize that although you would ideally like to see the best solution happen, you may have to settle for a solution that is further down the list. Once a solution has been achieved, it can always be improved upon; even if the first solution reached is half way down your list, you can keep advocating for the best solution to be put into place.

When prioritizing your list of solutions keep a few things in mind:

- whether or not the solution will actually solve the problem
- which solution you prefer
- how realistic each solution is – could it actually be put into practice
- how much work each solution will take
- how much work are you willing to do
- who else you could involve in advocating for each solution

## Getting Ready

Answer the following questions:

- Who will you ask?
- Where will you ask them (at their office, etc)?
- What (specifically) will you ask them for?
- Why the change needs to be made
- How the change can be made (the necessary steps)?
- When (how long will it take to make the change)?

When you have decided all these things, you are ready to begin!!

## Record Keeping

As you do your research and talk to people, keep detailed notes about everything you learn. It is often helpful to make a chart so you remember the date of each occurrence and everyone who was involved (See Appendix A for an example).

**Phone calls:** Keep a log of all phone calls including the date and time, who you spoke to, what was said. If you are unable to write, ask someone to take the notes for you or use a tape recorder. Be up front. Ask the person for permission to record the conversation and explain why. Make note of the results of the call, and any follow up activities that you are supposed to do, the person you spoke with is supposed to do, and the date that you will speak with them again to follow up.

**Face-to-Face meetings:** Either during the meeting or immediately afterwards write down the same information you would during a call (when, who, what was said, follow up, etc).

**Letters:** Keep a copy of all letters you send to people and keep all original letters that you receive. Never send your only copy of something to someone else. If someone would like a copy of a letter you have received, ask them to photocopy it in their own office so that you do not have to pay for the photocopying. If someone is refusing to acknowledge that they are receiving your letters, send them by registered mail. Then there is a record of when it was sent and received.

You may also need to have written permission for someone who is helping you, for confidentiality reasons, to talk to other individuals or agencies. Always keep the original but allow people to make copies if they wish.

If someone makes any kind of promise or decision, ask them to put it in writing for you. If they have agreed to do what you want, it will make it harder for them to not follow through. If they have turned down your request, it may make them think again because they do not want to be responsible for making the wrong decision.

### **Setting Goals and Limits**

In order to be an effective advocate, you have to be in good health and taking care of yourself. As an advocate you are passionate and involved in the issue you are trying to solve, do not let it take over your life. If a situation that you are advocating in becomes very emotional or overwhelming, do not be afraid to take a time out. Let whoever you are speaking with know that you need a few minutes to calm down. Take deep breaths and try to calm yourself.

Be realistic about how much time and effort you can put into advocating. Make decisions and plan accordingly, ask for help when you need it and plan ahead for that. Be flexible. Change will not happen immediately, or even in the way you imagine it will. Go with the flow, as long as you persist, changes will be made.

Realize also that not everything can be fixed. Make sure the issue you are working on can be solved. If you think you may be working on an issue that is too big, re-evaluate and see if there is a smaller part of that issue that you could tackle.

### **Committees**

Sometimes the best way to make change happen is to create a committee. If you think that there is enough interest in your community (you may have to make people aware of the issue) you may want to create a committee to advocate for the issue. You will need to hold an initial information meeting to see how much interest there is and how people feel about the issue. You will need to book meeting space and let people know when and where the meeting will be held. Churches and Community Centres often provide free meeting space for non-profit groups. Use the community calendar section of local newspapers and radio stations to advertise about the meeting because they also often provide free services to non-profit groups. At that meeting get a feel for how other people see your issue and what their skills and experiences are. Suggest setting up a board with each member having specific duties and responsibilities. At this meeting or a second one, create job descriptions for board members and hold elections. Agree to a

meeting schedule. Create an action plan and assign tasks to each member. Hold regular meetings for non board members to give their input and keep them informed about your work.

A committee is a good way to spread out the workload and create a larger number of contacts in the community. It can make decision-making a little more difficult but if everyone agrees to general rules about behaviour and how decisions should be made, with a little work and compromise, working on a committee can be a very rewarding experience.

Inviting key decision makers, such as the president of the agency or organization you are petitioning to change, or the mayor, city counselor or a member of parliament, to your committee meetings is also a good way to show them how much interest there is in creating a change. Having meetings where you invite newspaper, T.V. and radio journalists increases the pressure to make changes. Local media given enough notice, may provide this publicity for free. Contact you local media for more information.

Putting together a document that gives details about the process your committee used, what its goals were and the achievements and outcomes of the committee's actions can be a helpful way to evaluate progress. It is also helpful for future reference for yourself or anyone else trying to tackle a similar problem. This document could also be useful to share with your media contacts.

### **Appeals**

If you are not able to convince someone in an organization that they should work with you to settle the issue you are advocating for, consider your options. Based on your previous research you will know if there is an appeal or review process in that organization. Make sure that, if there is a process, you know about any time limitations and make sure you meet them. Fill out the proper forms, if they exist and make sure you give them to the right person. If there is no appeal process, decide whether you should take the matter up with a supervisor or manager, make a formal complaint, let it go, or try to get support or advocacy groups involved.

A step beyond the organization itself, or when you are dealing with an organization that does not have an appeal process, is contacting an outside agency such as the Human Rights Commission or the Ombudsman. These organizations have the power to enforce laws and make changes to the way things are done. Contact them for information about the types of issues they deal with and what documentation they need (see Appendix C for contact information).

## **Education**

Advocacy is closely link to education. You are making people aware of the fact that there is a problem. In order for them to fully understand the problem, they must know background information. As an advocate you have to make sure that everyone you are involving in the advocacy, either as someone you are trying to convince to make a change or the general public, has very detailed information about the issue.

Once people are aware of all the details, they will be in a better position to make decisions. Also, if you have options for them to look at as solutions, they will have an easier time making a decision.

## **Level of Advocacy**

Initially advocacy should be low key. You should never be confrontational; you can be assertive and make your point without being aggressive. You may want to start by writing a letter. If the response is not good, make a phone call. If you are still not happy with the situation, then arrange a face-to-face meeting to discuss the issue. (See Appendix B for an example of a letter)

You should speak to someone close to the situation who has decision-making power. Work in a cooperative manner but be prepared for the person you are speaking with to tell you that you need to speak with someone else. This is very common and should not discourage you. Thank them for their help and move on. It is important to record information about everyone you speak with. Try to find someone who knows, or has worked with the person you are going to contact. It is very important to make as many of these connections as you can. People are more willing to help when they have some sort of personal connection to a situation.

If you feel that you are making very little progress, you might wish to try raising the profile of your problem. Organizing a letter campaign or talking to the media is a good way to do this. For a letter campaign, you can either have a form letter that people fill out, or give out sheets with the details of important things that should be included in letters that individuals will write. If you cannot get a large number of people to participate, the letter writing campaign will not be effective.

**Media:** You should involve the media when you need to be more persuasive. If everyone you talk to for several months, keeps redirecting you to someone else, involving the media can be a good way to apply a little pressure. If you use the media, make sure that you coordinate with anyone else you are working with who might also speak with them. This way the media get only one story and you look more credible than if they get more than one story. Documentation is also very important when you deal with the media. If you have thoroughly recorded all your conversations, letters, etc and can show the media what you have done, it makes it easier for them to accurately represent your story. You must be careful, however, because the media may have their own plan that is not the same as yours and they may not represent your story accurately. Also, it is very difficult to separate the issue from the media once the media has been involved; it will be very hard to get them to leave the issue alone.

### **Language**

Using the appropriate language, a calm tone of voice and open attitude are very important parts of advocacy. If you do not understand someone or they do not understand you, try stating the same thought in several different ways. This often helps to clarify situations. Also, repeating what someone has told you back to them can help them make sure you understand what they are saying. For example you could say, “So what I hear you saying is...” or “As I understand it, you are saying...” Keep asking until you understand, it is your responsibility to make sure that you know what they are saying even if they are using technical terms. Try to be as positive as possible. Using “I” statements can be helpful. For example, “I feel frustrated when...” or “It seems to me that...” Try to avoid accusing people of things (“You make my life difficult because...”), it makes people defensive and you will have a harder time getting through to them. Do not expect that in the end they will agree with, expect that they will have heard and understand your point of view.

## **Wrapping-up**

When a decision has been made, you make a decision whether or not to keep going if you are not happy with the solution (or lack of). You've tried to make your community a better place and whether or not you feel like you've succeeded, you've made more people aware of the problem, and tried your best. Sometimes it is not possible to make the necessary changes immediately. Over time, with enough attention and persistence, the important changes will be made. Your effort is important and you should feel proud about your efforts; trying is all you can do, other things are beyond your control. Please consider sharing your successes with Muscular Dystrophy Canada's Social Action committee via email at [socialaction@muscle.ca](mailto:socialaction@muscle.ca)

## **Summing up**

- Set an achievable goal
  - Keep good records
  - Ask for help
  - Make sure everyone has the information they need
  - Let people know what you are doing
  - Stay calm and be respectful
  - Apply pressure if necessary but don't make people feel like they are cornered
  - Be persistent
- 
- A little known fact is that MPs and MPPs have set days in which they meet with their constituents. Make an appointment to see your member of parliament and discuss with them the problem you are facing if you think they could be of help. This approach is most effective when an election is approaching!
  - Have practice conversations about what you are going to discuss with someone first. It will help you clarify your thoughts and prepare for any questions they might ask you.

## Appendix A (Sample Record)

### Contact Form

Contact	Name Position/Title Address Phone number
Date	
Time	
Form of contact (letter/call/etc)	
Asked Him/Her to	(What you are asking them for i.e. install a ramp so the building is accessible)
He/She said	
He/She is supposed to	(what they agreed to do)
I need to do	(Any follow up tasks you are supposed to do)
Deadlines	(Dates by which all tasks are to be finished)
Next Meeting	(Date agreed upon for the next time to speak to each other)

## Appendix B (Sample Letter)

### Letter Writing:

- Keep it short (1-2 pages)
- Only deal with one issue
- Make sure it is readable
- Keep a copy for yourself

### Include:

- Date
- Your name and address
- Name, title and address of person letter is to
- Brief statement of why you are writing and what you want them to do
- Names of anyone you have spoken to when trying to correct the problem
- Any evidence you have that can help support your request
- A telephone number or way of reaching you

December 19, 2002

My Name  
My Address  
My City, Prov PC

Ms. Smith  
John Doe Agency  
1 Any Street  
Any City ON X1X 1X1

Dear Ms. Smith:

I am writing you because I need your help. I would like to attend a class offered in your building, however, I cannot enter the building because there are stairs at the entrance to the building and I use a wheelchair and there is no ramp.

I have already spoken to Michael Robinson and Tiffany Garret about this issue and they directed me to you.

In order for the building to be accessible to people who use wheelchairs, there must be a ramp to the entrance. Please authorize the property manager to install a ramp.

Thank-you in advance for your help, if you wish to speak with me, I can be reached at 123-4567 or [email@web.ca](mailto:email@web.ca). If I have not heard from you within two weeks, I will contact you by phone to discuss the progress on the ramp.

Sincerely,

Me

## Appendix C – Contact List

### Disability Weblinks

Website: <http://www.disabilityweblinks.ca/>

## WESTERN CANADA REGION

### Muscular Dystrophy Canada

303 – 1338 West Broadway

Vancouver, BC V6H 1H2

- Telephone: (604) 732-8799
- Toll Free: 1-800-366-8166
- Fax: (604) 731-6127
- E-mail: [infowest@muscle.ca](mailto:infowest@muscle.ca)
- Website: [www.muscle.ca](http://www.muscle.ca)

## British Columbia

### BC Human Rights Tribunal

1170 - 605 Robson Street

Vancouver, B.C. V6B 5J3

Telephone: (604) 775-2000

Fax: (604) 775-2020

TTY: (604) 775-2021

Toll Free: 1-888-440-8844 (in B.C.)

E-mail: [BCHumanRightsTribunal@gems9.gov.bc.ca](mailto:BCHumanRightsTribunal@gems9.gov.bc.ca)

Website: [www.bchrt.bc.ca](http://www.bchrt.bc.ca)

### Office of the Ombudsman

Toll Free: 1-800-567-3247 (all of B.C.)

Telephone: (250) 387-5855 (Victoria)

Fax: (250) 387-0198 (Victoria)

Fax: (604) 660-1691 (Vancouver)

Website: <http://www.ombud.gov.bc.ca/>

### In Person:

Second Floor, 756 Fort Street  
Victoria, B.C.

Suite 200, 1111 Melville Street  
Vancouver, BC

### By Mail:

PO Box 9039, STN Prov Govt  
Victoria, B.C. V8W 9A5

Suite 200, 1111 Melville Street  
Vancouver, BC V6E 3V6

### BC Ministry of Education

#### **Ministry Office**

PO Box 9150, Stn Prov Govt

Victoria, BC V8W 9H1

#### **Minister's Office**

PO Box 9045, Stn Prov Govt

Victoria, BC V8W 9E2

Telephone: (250) 387-1977

Fax: (250) 387-3200

#### **Communications Branch**

Ministry of Education

PO Box 9150, Stn Prov Govt

Victoria, BC V8W 9H1

Telephone: (250) 356-2500

Fax: (250) 356-5945

Website: [www.bced.gov.bc.ca](http://www.bced.gov.bc.ca)

## Alberta

### Alberta Ombudsman

#### **Edmonton**

10303 - Jasper Ave., NW, Suite 2800  
Edmonton, AB T5J 5C3  
Telephone: (780) 427-2756  
Fax: (780) 427-2759

#### **Calgary**

850 Ford Tower  
633 - 6 Avenue SW  
Calgary, AB T2P 2Y5  
Telephone: (403) 297-6185  
Fax: (403) 297-5121

E-mail: [om.buds@gov.ab.ca](mailto:om.buds@gov.ab.ca)  
Website: <http://www.ombudsman.ab.ca/>

If you live elsewhere in Alberta, dial the province-wide toll-free telephone number of 310-0000 and ask for 427-2756. An investigator/assistant will be available to discuss your concern during regular office hours (Monday through Friday 8:15 - 12:00 & 1:00 - 4:30). If you telephone after hours, an answering machine is available to take your message.

### Office for Disability Issues

#### **Alberta Community Development**

Suite 900, HSBC Building  
10055-106 Street  
Edmonton, AB T5J 1G3

Telephone: (780) 422-1095  
Toll Free: 1-800-272-8841

Website: [www.cd.gov.ab.ca/helping\\_albertans/odi/index.asp](http://www.cd.gov.ab.ca/helping_albertans/odi/index.asp)

### Alberta Human Rights and Citizenship Commission

#### **Northern Regional Office**

800 Standard Life Centre  
10405 Jasper Avenue  
Edmonton, AB T5J 4R7

#### **Confidential Inquiry Line (780) 427-7661**

Fax: (780) 427-6013

#### **Southern Regional Office**

Suite 310, 525 - 11 Avenue SW  
Calgary, AB T2R 0C9

#### **Confidential Inquiry Line (403) 297-6571**

Fax: (403) 297-6567

To call toll-free within Alberta, dial 310-0000 and then enter the area code and phone number.

For province-wide free access from a cellular phone, enter \*310 (for Rogers-AT&T) or #310 (for Telus).

E-mail: [humanrights@gov.ab.ca](mailto:humanrights@gov.ab.ca)  
Web site: [www.albertahumanrights.ab.ca](http://www.albertahumanrights.ab.ca)

## Saskatchewan

### Saskatchewan Human Rights Commission

#### **Saskatoon Office**

8th Floor, Sturdy Stone Building  
122-3rd Avenue North  
Saskatoon, SK S7K 2H6  
Telephone: (306) 933-5952  
Fax: (306) 933-7863  
Telewriter: (306) 373-2119  
Toll free: 1-800-667-9249  
E-mail: [shrc@justice.gov.sk.ca](mailto:shrc@justice.gov.sk.ca)

#### **Regina Office**

3rd Floor, 1942 Hamilton Street  
Regina, SK S4P 3V7  
Telephone: (306) 787-2530  
Fax: (306) 787-0454  
Telewriter: (306) 787-8550  
Toll free: 1-800-667-8577  
E-mail: [shrc@justice.gov.sk.ca](mailto:shrc@justice.gov.sk.ca)

### Saskatchewan Ombudsman

If you have a complaint, you may telephone us at:

Website: <http://www.legassembly.sk.ca/officers/ombuds.htm>

#### **Regina**

Suite 150, 2401 Saskatchewan Drive,  
Regina, SK S4P 3V7  
Telephone: (306) 787-6211  
Toll Free: 1-800-667-7180  
E-mail: [ombreg@ombudsman.sk.ca](mailto:ombreg@ombudsman.sk.ca)

#### **Saskatoon**

315 - 25th Street East,  
Saskatoon, SK S7K 2H6  
Telephone: (306) 933-5500 Saskatoon  
Toll Free: 1-800-667-9787 Saskatoon  
Email: [ombsktn@ombudsman.sk.ca](mailto:ombsktn@ombudsman.sk.ca)

## Manitoba

### Manitoba Human Rights Commission

#### **Winnipeg**

7th Flr-175 Hargrave  
Winnipeg, MB R3C 3R8  
Telephone: (204) 945-3007  
Toll Free: (888) 884-8681  
TTY: (204) 945-3442  
Fax: (204) 945-1292  
Website: [hrc@gov.mb.ca](http://hrc@gov.mb.ca)

#### **Brandon**

Prov. Gov't Building  
340 9th Street  
Brandon, MB R7A 6C2  
Telephone: (204) 726-6261  
Toll Free: (800) 201-2551  
TTY: (204) 726-6152  
Fax: (204) 726-6035

#### **The Pas**

2 Flr-Otineka Mall, PO Box 2550  
The Pass, MB R9A 1K5  
Telephone: (204) 627-8270  
Toll Free: (800) 676-7084  
TTY: (204) 623-7892  
Fax: (204) 623-5404

### Manitoba Ombudsman

#### **Winnipeg**

750 - 500 Portage Avenue  
Winnipeg, MB R3C 3X1  
Telephone: (204) 982-9130  
Toll Free: 1-800-665-0531  
Fax: (204) 942-7803

#### **Brandon**

603 Scotia Towers  
1011 Rosser Avenue  
Brandon, MB R7A 0L5  
Telephone: (204) 571-5151  
Toll Free: 1-888-543-8230  
Fax: (204) 571-5157

Website: <http://www.ombudsman.mb.ca>

## ONTARIO REGION

### Muscular Dystrophy Canada

2345 Yonge Street, Suite 900  
Toronto, ON M4P 2E5

- Telephone: (416) 488-0030
- Toll Free: 1-866-MUSCLE-8
- Fax: (416) 488-7523
- E-mail: [infoontario@muscle.ca](mailto:infoontario@muscle.ca)
- Website: [www.muscle.ca](http://www.muscle.ca)

### Ontario Human Rights Commission

180 Dundas Street W., 8<sup>th</sup> Floor  
Toronto, ON M7A 2R9

Website: <http://www.ohrc.on.ca>

Telephone: (416) 326-9511  
Toll Free: 1-800-387-9080  
TTY: (416) 314-6526  
TTY (Toll Free): 1-800-308-5561

#### Head Office

Telephone: (416) 314-4500  
TTY – Head Office: (416) 314-4493  
Fax: (416) 326-9520  
E-mail: [info@ohrc.on.ca](mailto:info@ohrc.on.ca)

#### Mediation & Investigation Branch

180 Dundas Street W., 7<sup>th</sup> Floor  
Toronto, ON M7A 2R9

#### Legal Services Branch

180 Dundas Street W., 8<sup>th</sup> Floor  
Toronto, ON M7A 2R9

#### Policy & Education Branch

180 Dundas Street W., 9<sup>th</sup> Floor  
Toronto, ON M7A 2R9

### Ontario Accessibility Directorate

Telephone: (416) 326-0207  
Toll Free: 1-888-520-5828  
TTY: (416) 326-0148  
TTY Toll Free: 1-888-335-6611  
Email: [ODA@mczcr.gov.on.ca](mailto:ODA@mczcr.gov.on.ca)  
Website: [www.gov.on.ca/mczcr/accessibility](http://www.gov.on.ca/mczcr/accessibility)

### Accessibility Advisory Council of Ontario

400 University Avenue, 3<sup>rd</sup> Floor  
Toronto, ON M7A 2R9

Telephone: (416) 314-7545  
Toll Free: 1-877-877-0109  
TTY: (416) 312-4715  
TTY (Toll Free): 1-877-877-0126  
Fax: (416) 314-7467  
Email: [advisorycouncil@mczcr.gov.on.ca](mailto:advisorycouncil@mczcr.gov.on.ca)  
Website: <http://www.gov.on.ca/citizenship/accessibility>

### Ontario Ombudsman

125 Queens Park  
Toronto, ON M5S 2C7

Toll Free (English): 1-800-263-1830  
Toll Free (French): 1-800-387-2620  
TTY: 1-866-411-4211  
Telephone: (416) 586-3300  
Fax: (416) 586-3485  
Fax Toll Free: 1-866-863-2560  
Website: <http://www.ombudsman.on.ca>

### Ontario Ministry of Education

Mowat Block  
900 Bay Street, 14<sup>th</sup> floor  
Toronto, ON M7A 1L2

Telephone: (416) 325-2929  
Toll Free: 1-800-387-5514  
TTY (Toll Free) : 1-800-263-2892  
Fax: (416) 325-6348  
E-mail: [info@edu.gov.on.ca](mailto:info@edu.gov.on.ca)  
Website: <http://www.edu.gov.on.ca>

## **QUEBEC REGION**

### **Muscular Dystrophy Canada**

1425 René-Lévesque Blvd West, Suite 506  
Montréal, QC H3G 1T7

- Telephone: (514) 393-3522
- Toll Free: 1-800-567-2236
- Fax: (514) 393-8113
- E-mail: [infoquebec@muscle.ca](mailto:infoquebec@muscle.ca)
- Website: [www.muscle.ca](http://www.muscle.ca)

### **Commission des droits de la personne et des droits de la jeunesse du Québec**

360, St-Jacques Street, 2<sup>nd</sup> Floor  
Montréal, QC H2Y 1P5

Telephone: (514) 873-5146  
Toll free : 1-800 361-6477  
Fax : (514) 873-6032  
TTY : (514) 873-2648  
Email : [presidence@cdpdj.qc.ca](mailto:presidence@cdpdj.qc.ca)  
Website : [www.cdpdj.qc.ca/en/commun/adresses.asp](http://www.cdpdj.qc.ca/en/commun/adresses.asp)

### **Le Protecteur des usagers en matière de santé et des services sociaux**

#### **Bureau de Québec**

500, rue Grande-Allée,  
Québec (Québec) G1R 2J7  
Téléphone : (418) 643-6729  
Télécopieur : (418) 643-4983

#### **Bureau de Montréal**

500, boul. René-Lévesque ouest, bureau 6.400,  
Montréal (Québec) H2Z 1W7  
Numéro de téléphone : (514) 873-3205  
Téléphone : 1-800-658-2625  
Télécopieur : (514) 873-5665  
site Web : [www.protecteursdesusagers.gouv.qc.ca](http://www.protecteursdesusagers.gouv.qc.ca)

### **Centres d'assistance et d'accompagnement aux plaintes**

Bureaux dans les régions du Québec  
Téléphone : 1-877 767-2227

### **Office des personnes handicapées du Québec**

309, rue Brock  
Drummondville (Québec) J2B 1C5  
(Bureaux dans les régions du Québec)  
Téléphone: 1-800 567-1465  
site Web : [www.ophq.gouv.qc.ca](http://www.ophq.gouv.qc.ca)

### **Québec Ombudsman**

Email : [protecteur.citoyen@pc.gouv.qc.ca](mailto:protecteur.citoyen@pc.gouv.qc.ca)  
Website : [www.ombuds.gouv.qc.ca](http://www.ombuds.gouv.qc.ca)

### **Québec City**

525, René-Lévesque Blvd East  
Bureau 125  
Québec, QC G1R 5Y4  
Telephone : (418) 643-2688  
Toll Free: 1-800-463-5070  
Fax : (416) 643-8759

### **Montréal**

1, rue Notre-Dame Est  
Bureau 11.40 Montréal, QC H2Y 1B6  
Telephone: (514) 873-2032  
Toll Free: 1-800-361-5804  
Fax: (514) 873-4640

## **ATLANTIC REGION**

### **Muscular Dystrophy Canada**

500 Beaverbrook Court, 3<sup>rd</sup> Floor, Suite 320  
Fredericton, NB E3B 5X4

- Telephone: (506) 450-6322
- Toll Free: 1-888-647-6322
- Fax: (506) 458-2205
- E-mail: [infoatlantic@muscle.ca](mailto:infoatlantic@muscle.ca)
- Website: [www.muscle.ca](http://www.muscle.ca)

### **New Brunswick**

#### **Premier's Council on the Status of Disabled**

##### **Persons**

King's Place  
440 King Street, Suite 648  
Fredericton, NB E3B 5H8,  
Telephone/TTY: (506) 444-3000  
Toll Free: 1-800-442-4412  
Fax: (506) 444-3001  
Email: [pcsd@gnb.ca](mailto:pcsd@gnb.ca)  
Website: [www.gnb.ca](http://www.gnb.ca)

##### **Office of the Ombudsman**

P.O. Box 6000  
767 Brunswick Street  
Fredericton, NB E3B 5H1  
Telephone : (506) 453-2789  
Fax: (506) 453-5599  
Email: [nbombud@gnb.ca](mailto:nbombud@gnb.ca)  
Website : [www.gnb.ca/0073/contact-e.asp](http://www.gnb.ca/0073/contact-e.asp)

### **Prince Edwards Island**

#### **PEI Council of the Disabled**

PO Box 2128  
25 University Avenue, Suite 300  
Charlottetown, PEI C1A 7N7  
President  
Telephone: (902) 892-9149  
Fax: (902) 566-1919  
Email: [peicod@peicod.pe.ca](mailto:peicod@peicod.pe.ca)  
Website: [www.peicod.pe.ca](http://www.peicod.pe.ca)

### **Nova Scotia**

#### **Nova Scotia's Disabled Persons Commission**

PO Box 222  
Halifax, NS B3J 2MY,  
Telephone: (902) 424-8280

##### **Ombudsman**

5670 Spring Garden Road, Suite 609  
P.O. Box 2152  
Halifax, NS B3J 3B7  
Toll free: 1-800-670-1111  
Telephone: (902) 424-6780  
Children's Ombudsman: 1-888-839-6884  
Fax: 902) 424-6675  
Website: [www.gov.ns.ca](http://www.gov.ns.ca)

### **Newfoundland & Labrador**

#### **Coalition of Persons with Disabilities**

4 Escasoni Pl.  
St. John's, Nfld A1A 3R6  
Telephone: (709) 722-7011  
TTY: (709) 722-7998  
Email: [codmain@nf.aibn.com](mailto:codmain@nf.aibn.com)