



# IF IT'S WRONG, RIGHT IT.

**ADVOCACY**  
IF YOU ARE A YOUNG PERSON

**INVESTIGATIONS**  
IF YOU ARE ANYONE WITH A CONCERN

## Provincial Advocate *for Children & Youth*

**TORONTO OFFICE:**  
401 BAY STREET SUITE 2200  
TORONTO, ONTARIO M7A 0A6

**THUNDER BAY OFFICE:**  
435 BALMORAL STREET,  
THUNDER BAY, ONTARIO P7C 5N4

TEL: (416) 325-5669  
TOLL FREE: 1-800-263-2841

 [www.provincialadvocate.on.ca](http://www.provincialadvocate.on.ca)

 SEE INSIDE FOR MORE INFORMATION  
AND A LIST OF YOUR RIGHTS

# ADVOCACY & INVESTIGATIONS

## ADVOCACY

We are here to work with you to strengthen your voice and protect your rights. If you are a child or youth with a concern about a service provider, feel that your rights have been violated, or need information about how to access services from the government, call the Advocate's Office at **1-800-263-2841** (toll free) or **416 325-5669**

## WHO CAN CALL THE ADVOCATE'S OFFICE

- Youth in trouble with the law (detention, custody, probation)
- Children and youth in foster homes, group homes, residential care, family care
- Children and youth receiving children's mental health services
- Child and youth in the residential schools for the Deaf, Hard of Hearing, Deaf-Blind, Blind, Learning Disabled
- Children and youth with special needs

## INVESTIGATIONS

If you are a young person or anyone who has a concern about a child or a group of children receiving services from a children's aid society, or about a children's residence where the young person has been placed by a children's aid society, you may request an investigation if you have tried other complaints processes and can't seem to get the issue resolved. Examples of the kinds of complaints procedures that must be tried first before an investigation can occur include:

- **For Children's Aid Societies:**  
The internal complaints process at the local children's aid society OR the Child and Family Services Review Board
- **For Children's residences:**  
The internal complaints process at the children's residence AND the Ministry of Children and Youth Services

Once you have attempted to resolve the issue through existing complaint procedures, you may be able to request an investigation from the Investigative Unit.

# IF YOU ARE IN CARE, YOU HAVE THE RIGHT TO:

- Be and feel safe.
- Be treated fairly no matter your race, sex, culture, religion, abilities, or sexual orientation.
- Have a say about what happens to you and express your thoughts and feelings.
- Be properly fed, clothed and cared for.
- Go to school and have an education.
- Receive medical and dental care.
- Participate in social and recreational activities.
- Participate in your religion and culture and speak your language.
- An interpreter if you are not being understood because of language or abilities.
- Reasonable privacy.
- Know and understand the rules, responsibilities and consequences.
- Talk privately with the Advocate's Office or your lawyer.
- Be told how to contact the Advocate's Office.

## IF YOU ARE 12 OR OLDER, YOU ALSO HAVE THE RIGHT TO:

- Know if a decision is being made about you in court so that you can go there when it happens.
- Ask to have a review or an appeal of your placement.
- Help make your plan of care.

## IF YOU ARE A YOUNG PERSON CHARGED WITH A CRIMINAL OFFENSE, YOU HAVE THE RIGHT TO:

- Know why you are being arrested.
- Call a lawyer AND a parent or adult you trust.
- Call your lawyer as needed.
- Have a lawyer represent you.
- Ask for a Reintegration Leave (a day or weekend pass)
- Ask the Custody Review Board to review certain decisions regarding your care.