



SELF-HELP GUIDE

Problem-Solving

*To really have a voice,
I need the opportunity
to say it “my way”
to someone who really
listens and can do
something about it.*

Joyce Preston,
former Child, Youth and
Family Advocate

Note details such as:

- What happened?
- When did it happen?
- What difficulties has this situation caused for me or my child?
- What policies, laws, etc. apply to my situation?
- What are my rights and responsibilities?
- What are the system’s rights and responsibilities?

Make sure your concerns are based on what you know to be true from your experience or your child’s experience.

Issue/problem/concern:

Note the events/incidents that have led to this concern:

Possible information sources:

- School or board of education office
- Your local Parent Advisory Council or District Parent Advisory Council
- BCCPAC Advocacy Project
- BCCPAC office
- BC College of Teachers
- Ministry of Education
- Office of the Ombudsman
- Local child and youth serving agencies
- Community and school-based counselling services
- Mental health agencies
- “Supporting Student Success – Working Together in BC Public Schools”



Actions taken:

It is important to keep all of your information together for easy reference, including records of whom you have spoken to, what correspondence you have sent and received, etc.

Note details such as:

- Who you contacted.
- When you contacted them.
- How? letter, telephone, fax, email, etc.
- What was said?
- What they said they would do for your child.
- When and how they will let you know what action has been taken.
- What you said you would do.
- Do you need to contact them again?

Person you contacted: _____ Date: _____

Action: _____

Outcome: _____

Person you contacted: _____ Date: _____

Action: _____

Outcome _____

Person you contacted: _____ Date: _____

Action: _____

Outcome _____

Person you contacted: _____ Date: _____

Action: _____

Outcome _____

Solving the problem

- What will best meet my child's needs?
- How will I know agreements are upheld?
- Who will be responsible?
- When will the action plan start?
- Who should I talk to if I have further concerns?

List some of your ideas for solving the problem(s).

1. _____

2. _____

3. _____

Other concerns/ideas:



BCCPAC Advocacy Project

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