

What steps are taken when a child or youth needs the Advocate's assistance?

You should contact us when you believe that a child's or youth's;

- Interests are not being considered;
- Rights are being ignored;
- Viewpoints are not being heard;
- Or all of the relevant information is not being considered when a decision is being made.

- Anyone can contact the office on behalf of children and youth.
- Children and youth are encouraged to contact the office on their own behalf.

- We listen to the concerns expressed.
- We ensure the information provided is clarified and the steps already taken are reviewed.
- We may provide information to assist the person in self advocacy or to advocate on behalf of a child or youth.
- We may make referrals to other agencies or departments.
- We may make contact with the department or agency involved.
- We may provide further advocacy and negotiation to reach a resolution.
- We may conduct a review or investigation.

**IF YOU ARE NOT SURE,
BY ALL MEANS CALL US!**



**Contact the Advocate
for Children & Youth
if you or someone you know
is in need of help:**

Phone: (709) 753-3888

Toll Free: 1-877-753-3888

TTY: (709) 753-4366

Fax: (709) 753-3988

Email: office@ocya.nl.ca

Website: www.childandyouthadvocate.nl.ca

**Or drop by and speak with someone
in our office:**

193 LeMarchant Road
St. John's, NL A1C 2H5
8:30 am - 4:30 pm

Our Children & Youth



Everyone's Responsibility

ADVOCATE
CHILDREN & YOUTH
NEWFOUNDLAND & LABRADOR



Do You Have Concerns about the Rights of a Child or Youth?

All children and youth in Newfoundland and Labrador have rights.

You have a responsibility to speak up.

The Advocate for Children & Youth is here to help you do just that.

Every day the Advocate receives contact from people like you who are committed to protecting the rights of children and youth in this province.

We talk to:

- Parents/Guardians.
- Children and Youth.
- Foster Parents.
- Social Workers.
- Justice Professionals.
- Teachers.
- Guidance Counselors.
- Child Care Workers.
- Health Professionals.
- Concerned Members of the Community.

Anyone can contact us.
Everyone has a responsibility.

What is the Advocate for Children & Youth?

The Advocate for Children & Youth is an independent office of the House of Assembly; meaning we are separate and independent of Government. All children and youth are entitled to receive services and programs provided by the provincial government and its agencies. We represent the rights, interests, voices and viewpoints of these children and youth.

Do Children and Youth Have the Same Rights as Adults?

According to the UN Convention on the Rights of Child (www.un.org), all children and youth have survival rights, protection rights, participation rights and development rights. Children have a right to be listened to; to access educational opportunities and health services; to be safe and to maintain their culture. We all share a responsibility to ensure these rights are protected.



What Can I do to Make a Difference?

Whether you are a parent, a professional working with children or youth, or a concerned adult, we all share a responsibility to children and youth.

Make a commitment to:

- always listen to children and youth.
- include children and youth in discussions and decisions which affect them.
- advocate for changes in policies and procedures that affect children's and youth's needs and rights.
- inform others about the Advocate's Office and of everyone's responsibility to children and youth in this province.

What Can the Advocate for Children and Youth Do?

Once you contact the Advocate for Children and Youth, **The Advocate can assist you by:**

- advocating, mediating or using an alternative dispute resolution process on behalf of the child or youth.
- participating in case conferences or other processes where decisions are made about a child or youth.
- conducting an investigation.
- conducting a review of systemic issues relevant to children and youth.
- recommending to provincial government, boards and agencies improvements to programs and services for children and youth.

The Advocate has the authority to speak on behalf of children and youth, but it starts with you

So contact the Advocate if you know of a child or youth in need of assistance.

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Visit at: 193 Lemarchant Road