

## WORKSHEET:

# Self-Advocacy by phone



Before you go in person to the agency where you are experiencing difficulties, it might save you time if you find out whether this situation can be resolved with a phone call. If you decide to phone, be sure and make a note of when you called, whom you talked to, and what they said.

Ask yourself:

Do I know what I want to say about:

- What happened?
- What I want to do about it?
- What my rights and responsibilities are?
- What laws and policies apply to my situation?
- Do you need to have a file number, client or other i.d. handy in case you are asked?

The person who answers the phone may not be the person who can help you with this situation. Try asking the following questions:

Who is the person with the power to make a decision about my situation?

Name:

Title:

Can I talk to them on the phone or do I need to make an appointment?

Phone:

Appointment (day and time):

If the person I need to talk to is not there, when is a good time for me to call them back?

Time:

1-800-499-1986 • [www.cdnaids.ca](http://www.cdnaids.ca) • [www.HIVandPoverty.ca](http://www.HIVandPoverty.ca)