



# 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:

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

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### 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

BC Confederation of Parent Advisory Councils

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