

Office of the Advocate for Service Quality

The purpose of the Advocate for Service Quality is to assist in situations involving adults with developmental disabilities and transitioning youth with special needs and their families who could benefit from the intervention of someone working independently of the MHSD and CLBC.

The Advocate works in collaboration with, but independently of CLBC, the Ministries of Housing and Social Development, Children and Family Development, Health, and other ministries as required, as well as with the Representative for Children and Youth, and the Public Guardian and Trustee.

The Advocate for Service Quality has a provincial mandate and the Advocate's office is located in Vancouver.



How do I contact the Advocate?

In Vancouver call: 604 775-1238
Victoria residents call Enquiry BC: 250 387-6121
Elsewhere in B.C. call Enquiry BC: 1 800 663-7867

Office of the Advocate for Service Quality
Suite 820 - 999 West Broadway,
Vancouver, BC V5Z 1K5
Fax: 604 660-1505

or visit our website at:

www.hsd.gov.bc.ca/advocate/

Other Resources

Community Living British Columbia:

www.communitylivingbc.ca



Advocate for Service Quality

Working for adults with developmental disabilities

Working for transitioning youth with special needs and their families



The Role of the Advocate

- » Provide information, support, advice and referral services.
- » Provide a means for those with complaints/ concerns about government ministries, crown agencies, or service providers to be heard and given responses.
- » Support individuals with developmental disabilities, and transitioning youth with special needs and their families in collaborating with Community Living British Columbia (CLBC), Ministry of Housing and Social Development (MHSD), Ministry of Children and Family Development (MCFD), other ministries and ministry staff service providers.
- » Assist with the resolution of concerns and complaints.
- » Review processes and conduct impartial reviews when requested.
- » Participate in ministry or CLBC initiatives related to policy and planning.

The philosophy of the office is to assist people to advocate for themselves, to support their ability to “work through the system,” to encourage the participation of those involved in decision-making and to promote problem-solving and resolution at the local level.

Advocate for Service Quality

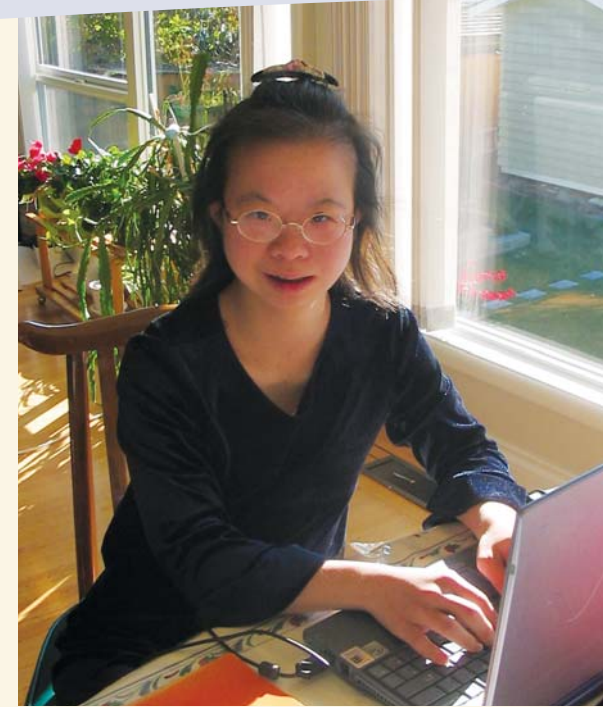
The Advocate is a person working with adults with developmental disabilities and transitioning youth with special needs and their families. There is no cost to you for the Advocate’s services.

Q. Who is the Advocate for Service Quality?

A. The Advocate for Service Quality is Jane Holland. She was appointed by, and reports to, the Minister of Housing and Social Development, which means she works independently of government.

Q. What does the Advocate do?

A. The Advocate’s job is to help adults with developmental disabilities and transitioning youth with special needs and their families have access to supports and services that are available. She can help if you have problems with the services you receive from the CLBC, MCFD, other ministries, or from service agencies in the community.



Q. When should I call the Advocate?

A. If you have a problem with services you can contact the Advocate for advice and request assistance to resolve any issues you may have. Part of her mandate is to also encourage and support adults and transitioning youth and their families to advocate for themselves.

For example, the Advocate will try to help:

- » if you do not like the services you are getting;
- » if you think you are not being treated fairly or with respect; or
- » if you don't like a decision that's been made on your behalf.