

# RQI Self-Advocacy Tool for the COVID-19 Crisis



**WHICH ONE OF THESE SERVICES DO YOU NEED TO CONTACT FIRST?**

What information do you need in order to contact the service?

What did you learn from preparing questions to ask?

How do you feel after coming up with some questions?

**You can use the same steps for any other services you will contact.**

Notes:

## GOVERNMENT SERVICES AND SPEAKING UP FOR YOUR NEEDS

Decisions could be made when you contact the service or later on.

1. A **decision** is a **choice** of one thing, one option instead of other options.

**Important decisions can be made when you seek a service.**

For example:

- To provide or NOT to provide you with the service
- To accept the information you bring or NOT to accept it

2. There are some things you want to know when you contact the service.

**What are some questions that you will ask?**

*Ask as many questions as you can.*

*Write down your questions so you will remember them.*

3. Choose your three most important questions. Mark them with an "X."

4. The type of questions you ask will decide the information you get:

- Sometimes you will ask questions that will be answered with a yes or no or with one word. Those questions are **closed-ended**.
- Other times you will ask questions that will be answered with an explanation. Those questions are **open-ended**.

You can change the questions from one type to another to get different information. For example:

- Closed-ended questions begin with words such as: **Is, Do, Can**
- Open-ended questions begin with: **Why, How, What**

Change one question on your list from closed to open or from open to closed. Add the changed question to the end of your list on Page 2.

5. When decisions that affect you are being made, there are 3 main things you want to know:

- The **reason** for the decision
- The **process** or steps for making the decision
- Your **role** or what you can do to be part of the decision

Please pay attention to any decisions being made. Make sure to ask questions that will help you **learn about the reason, the process, and your role**. Mark these questions on Page 2.

**It's your right to ask questions!**

You can ask them any time you want to know more or help you get what you need.