

User Guide for the RQI Self-Advocacy Tool

This companion guide provides a step-by-step process for staff at direct service organizations on how to use the RQI Self-Advocacy Tool. Clients can either use a printed copy of the tool or RQI’s online version.

EXAMPLES OF GOVERNMENT SERVICES	
<ul style="list-style-type: none"> Participant selects a service they need and want to contact first 	
<ul style="list-style-type: none"> Participant identifies information they need in order to contact the service or agency <i>What information do you need in order to contact the service?</i> 	
GOVERNMENT SERVICES and SPEAKING UP FOR YOUR NEEDS	
Building Skills	
STEP 1	<p>You develop participant’s awareness of decisions and define what a decision is</p> <p><i>Decisions could be made when you contact the service or later on. A decision is choosing one option from the options available.</i></p> <p><i>For example:</i></p> <ul style="list-style-type: none"> ➤ <i>To provide or NOT to provide you with the service.</i> ➤ <i>To accept the information you bring or NOT to accept it.</i>
STEP 2	<p>Participant asks questions</p> <p><i>There is some information you want to get when you contact the service.</i></p> <ul style="list-style-type: none"> • <i>What are some questions that you will ask? Ask as many questions as you can.</i> • <i>Write down your questions so you will remember them.</i>
STEP 3	<p>Participant chooses three most important questions to ask and marks them with “X”</p>

<p>STEP 4</p>	<p>You make participant aware that:</p> <ul style="list-style-type: none"> • There are two types of questions to ask – closed-ended that can be answered with a yes or no and open-ended that require an explanation. • You will get more or less information depending on the type of question <p>Participant practices changing questions from one type to another to get different information.</p>
<p>STEP 5</p>	<p>You revisit with participant the importance of asking questions about decisions, and asking questions about the reason, the process and their role in the decision.</p> <p><i>Find questions that will help you learn about the reason, the process and your role.</i></p>
<p>Wrapping it up</p>	
<p>Let participant know:</p> <ul style="list-style-type: none"> • It is their right to ask questions to get their needs met. <p>Ask participant to think about:</p> <ul style="list-style-type: none"> • What they learned from asking questions • What they feel now after asking questions • How to further apply the same steps <p>Make participant aware that there is space to take notes when they contact the service.</p>	