

## **G: Parent Advocacy**

### **Calling for Help - Making effective phone calls about your child**

- Always know with whom you are talking. Keep a note of the name, and the date and time of the call.
- Identify yourself and specifically state the purpose of your call.
- Be prepared to offer basic facts about your child which are relevant to the agency you are calling.
- Have records available (with identification numbers, dates, etc) and encourage immediate action.
- Be goal-oriented. Know exactly what you want. Focus on your goal until it has been achieved.
- Be direct and confident, yet positive and polite.
- If you are not satisfied, ask who else you may speak to.
- Convey a sense of cooperation. For example, “How can we work with each other?”

Source: Based on a presentation by Lynn Ziraldo, Executive Director, Learning Disabilities Association of York Region