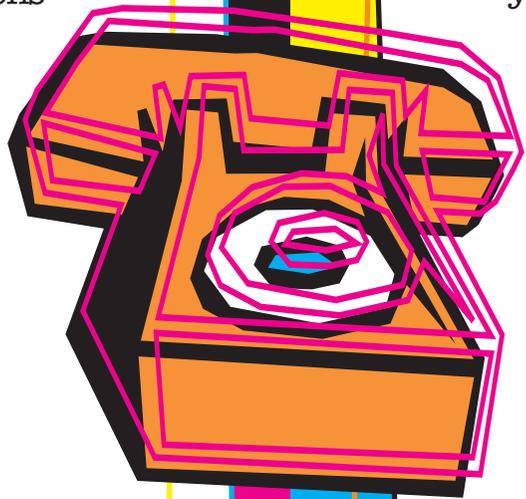


what can we do?

- We can talk to **YOU**, your family, staff and management at the facility.
- We can sit in when people are making decisions about **YOU**.
- We can tell the Government how laws and the way things get done affect **YOU**.
- We learn about **YOUR** problem in private. We're the people who can help fix the problem. We tell **YOU** what we learned.



get in touch

YOU can call us, write a letter or you can meet with a **Youth Ombudsman Rep.**

You don't need an appointment. If you write us, facility staff will not read or open your letter.

Calls to the Ombudsman

are not part of your weekly phone calls. Normally

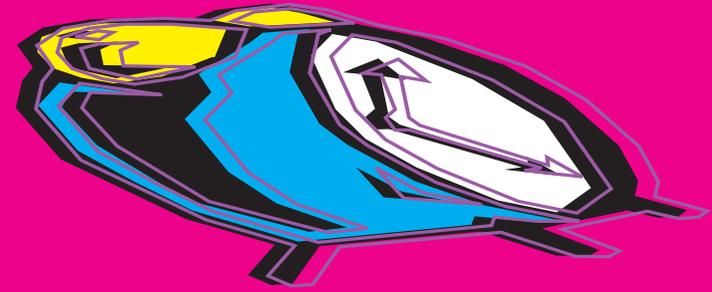
you should call during working hours 8:30 to 4:30. However, if you need to talk right away, just call. Staff will allow the call if...

1. You are in control of your own behaviour.
2. There are enough staff in the unit.

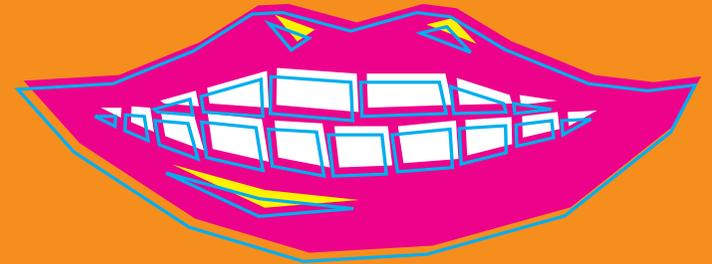
Our number is...

TOLL-FREE!
1-888-839-6884

We have time



TO TALK



Ombudsman - Youth



if you are not happy
with what happened, talk to the
ombudsman - youth services
its confidential

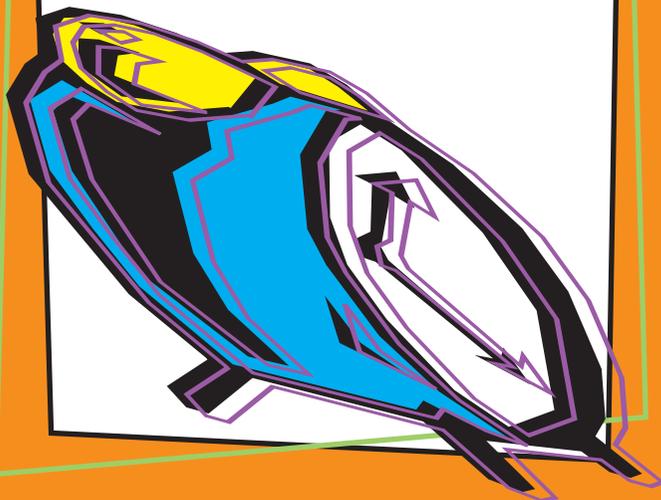
why read this?



WHEN

YOU are a youth
in care and custody
of the Government
YOU HAVE RIGHTS.

Office of the
Ombudsman
— Youth Services
can help **YOU**.



why would I talk to you?

YOU have rights, but it may be hard for **YOU** to make sure that people respect **YOUR** rights. We can help if you have a problem with Legal Aid, **YOUR** probation officer, sheriffs, social workers, or staff at the facility. We can help change things in the system that are not fair or that don't help **YOU**.



how it works!

YOU can tell the
Youth Ombudsman
Representatives

about things that worry or scare **YOU**. We can guide you through complaint processes.

We
protect
your rights!

Youth Ombudsman Reps

also let the government know if its services and programs are not helping **YOU**. We can do this even if no one asks us to do it.

