



Independent Living Center of North Central Ohio Inc.  
2230 Village Mall Drive, Suite 200  
Mansfield, OH 44906  
419-526-6770

## CONSUMER RIGHTS AND APPEALS PROCESS

**COMPLIANCE WITH THE CIVIL RIGHTS ACT:** The Independent Living Center of North Central Ohio, Inc. (ILCNCO) complies with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973 as amended. Independent Living services are provided without regard to an individual's race, religion, creed, color, age, sex, national orgy, disability, marital status or veteran status. If you believe discrimination is being practiced, you have the right to register a complaint with, The Ohio Civil Rights Commission, 30 East Broad Street, Fifth Floor, Columbus OH, 43215 or call 614-466-2785 for toll free call 1-888-278-7101.

**CONFIDENTIAL INFORMAITON:** All information obtained from you during the application and service delivery process is held in strict confidence. Information about you is important to the mutual planning for your services. Information about you will not be disclosed to other agencies, organizations or individuals without your or your representatives required written permission. You have the right to examine the contents of your case.

**INDEPENDENT LIVING PLAN:** The Independent Living Center will help facilitate the development and achievement of your selected independent living goals. You and your INDEPENDENT LIVING SPECIALIST will mutually develop a plan of services around your stated goals and objectives. An Independent Living Plan will be developed with you to serve as the guide for the services to be provided, unless you sign a waiver stating such a plan is unnecessary.

**YOU'RE RIGHT TO APPEAL:** You have the right to appeal decisions and actions regarding your plan of service. The Independent Living Center has established an internal appeal process by which you may address problems or grievances. The steps for an internal appeal process by which you may address problems or grievances are as follows:

**STEP 1:** Tell your Independent Living Specialist that you do not agree with the anticipated decision. Schedule an appointment with your Independent Living Specialist to discuss the problem or grievance and attempt to find a mutually satisfaction solution if, after clarification and discussion, you are not satisfied, proceed to STEP 2

**STEP 2:** A joint conference will be scheduled with you, your Independent Living Specialist and the Executive Director to try to resolve the problem. Within 5 working days of the joint conference, the Executive Director will provide you with a written response as to how the center proposes to resolve the problem. If you are not satisfied, proceed to STEP 3

**STEP 3:** The last level in the Independent Living Center's internal appeals process is appealing to the center's Board of Director. Your or your representative can submit the appeal to the Board of Directors either in writing or personally at a meeting of the Board of Directors. That meeting of the Board of Directors shall be held within thirty (30) days of the board being advised of the appeal. The Board of Director's will render its decision within ten (10) days after its meeting to hear the appeal.

If at any time you feel you are in conflict with an anticipated action or decision from the Independent Living Center, you may request assistance from the Disability Rights Ohio, Client Assistance Program.

To contact them for CAP assistance call or write to:

Intake Department – Client Assistance Program

**Disability Rights Ohio**

200 Civic Center Drive, Suite 300  
Columbus, Ohio 43215

1-800-282-9181 / 614-466-7264

Fax: 614-644-1888

TTY: 614-728-2553 / 1-800-858-3542