

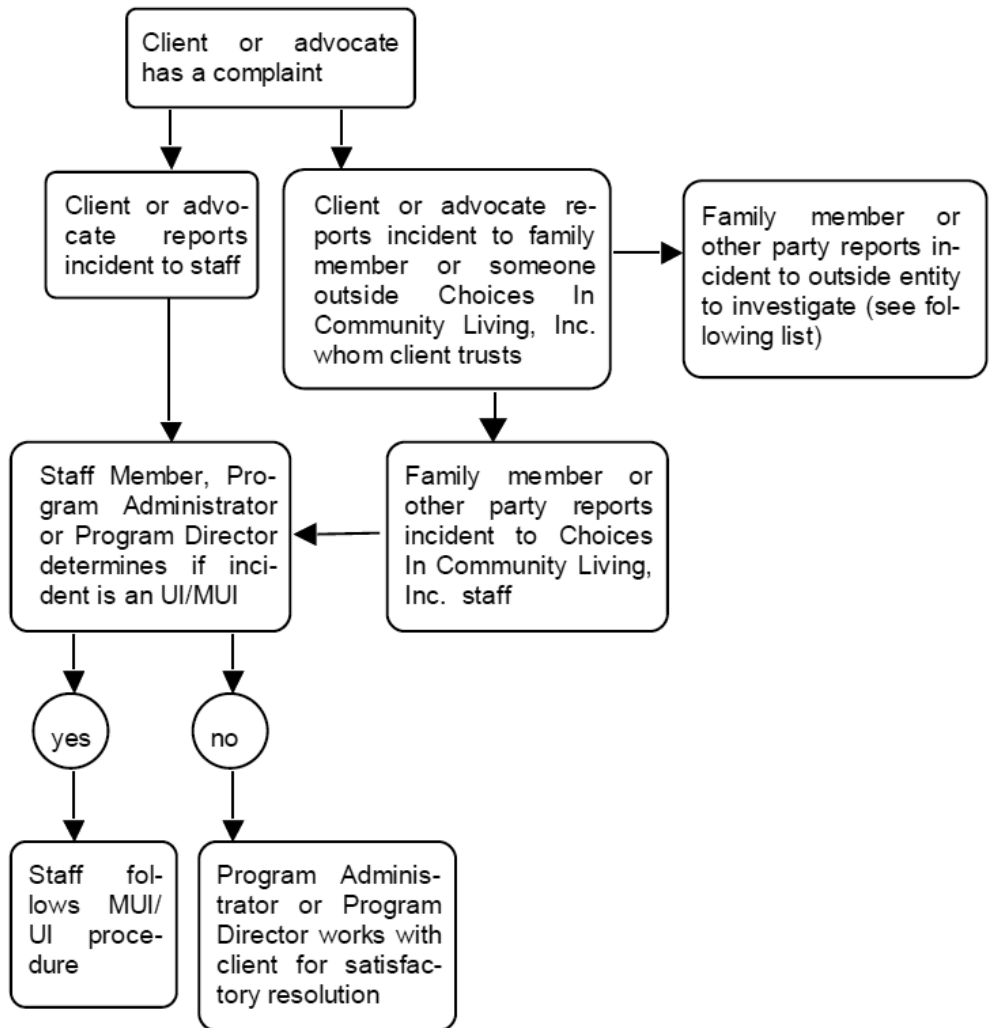
# 501 - SERVICE SATISFACTION & COMPLIANT RESOLUTION POLICY AND PROCEDURE

POLICY TITLE and number	# 501 – Service Satisfaction & Complaint Resolution
HEADER INFO - Adopted - Revised	<p><b>Adopted 6/1990</b></p> <p><b>Revised 10/94, 10/95, 11/98, 08/02, 05/21</b></p>
RULE REFERENCE	<b>5126.14; 5123.61; 5123.62; 5123.64</b>
GLOBAL POLICY STATEMENT  (what and why)	<p>It is the policy of Choices In Community Living, Inc. to ensure the dignity, respect, and rights of each program participant as identified in the Ohio Revised Code section 5123:62 to 5123:64 list of rights. Each participant has the right to resolve complaints regarding violation of his/her rights through the procedure of due process. A copy of this procedure is readily available in all residential homes, accessible to anyone living in or entering the home. Additionally, it is the policy of Choices In Community Living, Inc. to ensure compliance in accordance with ORC 5126.14, our organization will ensure administrative oversight of services.</p>
GUIDELINES/PROCESS STATEMENTS (how)	<p><b>Service Satisfaction &amp; Oversight</b></p> <p>Quality assurance is a continuous process, the functions of which will be routinely performed by CICL staff as assigned by the Director of the service area. Other staff and stakeholders may be asked to participate in the process in order to address the multiple issues involved in the provision of a wide variety of services and supports to a diverse population.</p> <p>CICL’s CEO and/or Chief Officers will monitor the satisfaction and effectiveness of the services provided. All organization team members are responsible to monitor and ensure implementation of all services in accordance with every individual service plan. The leadership team will monitor the quality, satisfaction and effectiveness of services and will provide appropriate training and technical assistance for all staff who work with the individuals receiving services.</p> <p>The leadership team will communicate with service and support administration staff for the purpose of coordinating activities to ensure that services are provided to individuals in accordance with:</p> <ul style="list-style-type: none"> <li>• Individual service plans and intended outcomes;</li> <li>• Monitor for unusual and major unusual incidents and cases of abuse, neglect, exploitation, or misappropriation of funds involving the individual under the care of staff who are providing the services;</li> <li>• Take immediate actions as necessary to maintain the health, safety, and welfare of the individuals receiving the services;</li> <li>• Provide notice of unusual and major unusual incidents and suspected cases of abuse, neglect, exploitation, or misappropriation of funds to the county board of developmental disabilities;</li> <li>• Perform other administrative duties as required by state or federal law or by the county board of developmental disabilities through contracts with providers.</li> </ul> <p>For purposes of obtaining feedback from stakeholders to improve the services delivered to individuals as well as general operations of the non-profit, a variety of mechanisms will be</p>

utilized including surveys and individual satisfaction meetings will be conducted on an on-going basis by the leadership team including the CEO who will analyze the compiled data that will be used to improve the quality of services.

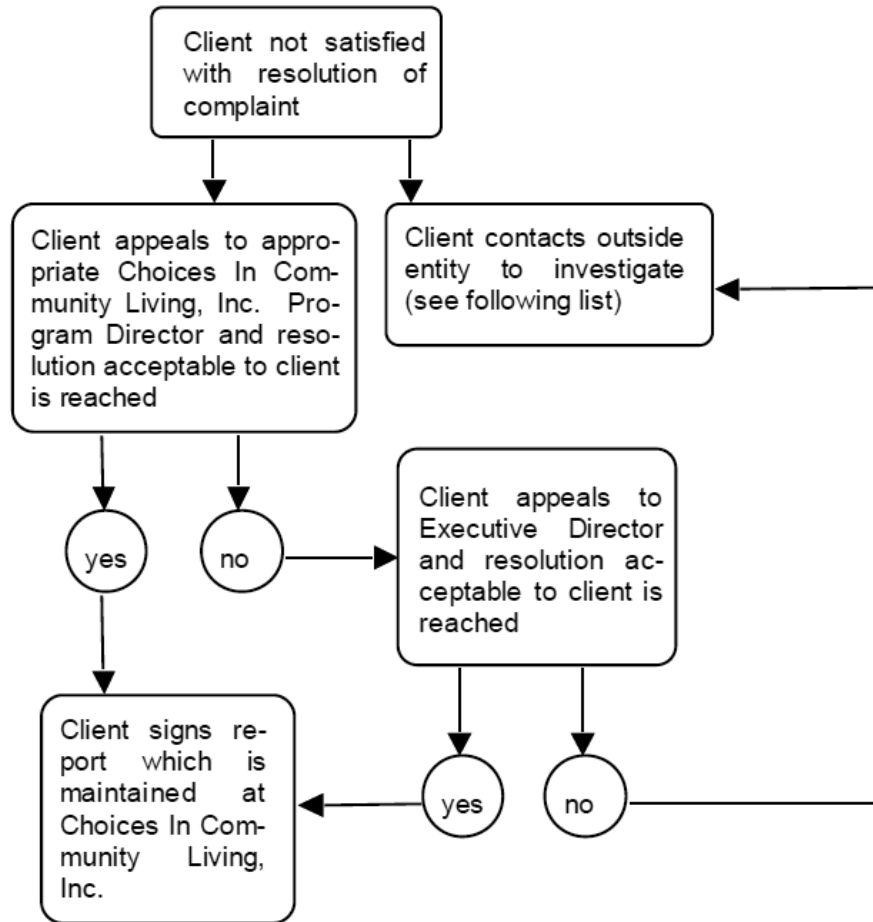
**Complaint Resolution**

Complete within one month of complaint.



**Grievance/Appeal Procedure**

Complete within one month of grievance/appeal.



Clients or advocates who believe their rights have been violated may contact any of the following entities:

**Choices In Community Living, Inc.**

**Montgomery County**  
 Executive Director/Program Director  
 1651 Needmore Road  
 Dayton, OH 45414  
 (937) 898-2220

**Clark County**  
 Program Director  
 2100 East High Street  
 Springfield, OH 45502  
 (937) 325-0344

**County Boards**

**Montgomery County Board of DD**  
 8112 North Main Street  
 Dayton, OH 45415  
 (937) 890-0730

**Butler County Board of DD**  
 282 N. Fair Ave  
 Hamilton, OH 45011  
 (513) 785-2800

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	<p><b>Madison County</b>  Program Director  2100 East High Street  Springfield, Ohio 45402  (937) 325-0344</p> <p><b>Other</b>  Ohio Department of Developmental Disabilities  1810 Sullivant Avenue  Columbus, OH 43223-1239  (740) 644-0378  (800) 231-5872</p> <p><b>Section 504 Coordinator</b>  Choices In Community Living, Inc.  1651 Needmore Road  Dayton, OH 45414  (937) 898-2220</p> <p><b>Ohio Legal Rights Services</b>  8 East Long Street Fifth Floor  Columbus, OH 43215-2999  (800) 282-9181</p> <p><b>Equal Employment Opportunity Officer</b>  Choices In Community Living, Inc.  1651 Needmore Road  Dayton, OH 45414  (937) 898-2220</p>	<p><b>Preble County Board of DD</b>  200 Eaton Lewisburg Rd Ste 201  Eaton, Ohio 45320  (937) 456-5891</p> <p><b>Clark County Board of DD</b>  2527 Kenton St  Springfield, OH 45505  (937) 328-2675</p> <p><b>Warren County Board of DD</b>  42 Kings Way Road  Lebanon, Ohio 45036  (513) 228-6400</p> <p><b>Madison County Board of DD</b>  Service Coordination  117 West High St.  P.O. Box 88  London, OH 43140  (740) 852-7050</p>
<p>FORMS  Titles of forms</p>		
<p>TRAINING  Titles of training</p>		