

## **Consumer Satisfaction / Grievance Procedures / CAP Notification**

The following information is given to each new consumer as part of the orientation in their initial appointment:

### ***Consumer Rights And Responsibilities***

#### **As a consumer of MyILC, you have the following rights:**

- To be treated with courtesy and respect.
- To receive materials in alternative formats, such as large print, and the right to receive access accommodation to enable you to use our services (such as sign language interpreters or scent-free meeting areas).
- To review your file upon request
- To be given information as clearly as possible and to ask questions
- To develop an Independent Living Plan or waive the right to develop a plan
- To report any discriminatory, harassing or threatening behavior
- To confidentiality. Your information will not be released or discussed by MyILC staff to anyone without a release from you.
- To use grievance procedures if you feel your rights have not been recognized
- To have input into programs and services through the Consumer Satisfaction Survey or other methods.

#### **As a consumer of MyILC, you have the following responsibilities:**

- To participate in developing action plans and/or goals in relation to your needs
- To honestly attempt to complete goals and timelines as documented in your Independent Living Plan or written goals
- To report any changes that affect your services at MyILC, including moving, completing your goals or changing your mind about working on a specific goal
- To treat other consumers and staff with respect
- To refrain from physical or verbal abuse of any person at MyILC
- To abstain from any harassing, discriminatory or threatening language or actions.

**MyILC shall take immediate and appropriate steps to end any discriminatory, harassing, threatening or attacking behavior.**

**Your satisfaction with MyILC is important to us!**

What you think and how you feel about services is an important part of how we provide services, and which services we provide.

If you have a complaint about any services offered by MyILC, you may use the following grievance procedures:

- Please discuss your concerns with the staff member who is working with you. Any issues you may have with services may be able to be resolved through communication with the staff.
- If the issue remains unresolved, please contact the Executive Director in writing, by telephone (800-123-456), TTY, email or in person. You will be asked to give as much detail as you can regarding your experiences at MyILC and the reasons for your complaint. The Executive Director will investigate and provide you with a written response within 10 working days.

**Client Assistance Program**

At any time, you may take your complaint to the Client Assistance Program (CAP). CAP is a national program mandated to protect the rights of applicants, clients and former clients of the Department of Rehabilitation and other programs supported by Rehabilitation Act Funds, including Independent Living Centers. Contact CAP advocates at Disability Rights California. The telephone number is (800) 776-5746 (Voice) or (800) 719-5798.

SAMPLE POLICY ONLY