



**Broadmoor School**

**The School Age and LEEP Program**

**Parent Handbook**

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The Offices for the Lake County Board of DD/Deepwood  
Broadmoor School staff are located at:

**Broadmoor School  
8090 Broadmoor Road  
Mentor, Ohio 44060**

**Phone: 440-602-1000**

**Fax: 440-602-1003**

**LAKE COUNTY BOARD OF DD/DEEPWOOD**  
**BROADMOOR SCHOOL AGE ADMINISTRATION**

**Elfie Roman, Superintendent**

**Liz Miller, Director of Children's Services/Principal**

**440-602-1010**

**[Liz.Miller@LakeBDD.org](mailto:Liz.Miller@LakeBDD.org)**

**Mary Elshaw, School Age Supervisor**

**440-602-1005**

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## **LAKE COUNTY BOARD OF DEVELOPMENTAL DISABILITIES/DEEPWOOD**

**Elfie Roman, Superintendent**

### **Board Members**

Honorable Judge Joseph Gibson, President

Wayne Brodnan, Vice President

Pam Martin, Secretary

Sonja Maier

Tom Tarantino

Fred Tough, Jr.

Kim Stenger

### **THE MISSION OF THE LAKE COUNTY BOARD OF DD/DEEPWOOD:**

To **EMPOWER** people with developmental disabilities to **ENGAGE** in activities that **ENRICH** their lives and contribute to their community.

In advancement of its mission, it is the philosophy of the Lake County Board of Developmental Disabilities/Deepwood to promote the strengths, interests, preferences and choices of people with developmental disabilities and foster community integration. To this end, the Board strives to offer the highest quality, most inclusive, collaborative, and person-centered services and supports within available resources.

### **EQUAL OPPORTUNITY STATEMENT**

The Lake County Board of Developmental Disabilities/Deepwood does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. Applicants for employment will be judged on the basis of an individual's ability to perform the essential job of the position with or without reasonable accommodation.

## **BROADMOOR SCHOOL AGE AND LEEP PROGRAM**

The School Age Program in Lake County offers educational and therapeutic services tailored to children with developmental disabilities aged between 6 and 21 years. Admission into the program is determined through the Lake County Board of DD/Deepwood eligibility process, in consultation with the student's district of residence, the IEP team, space availability, and alignment with the student's Individual Education Plan (IEP). Upon enrollment, children are assigned to appropriate classrooms where they benefit from diverse instructional approaches, including one-to-one, small group settings, and community-based learning experiences. The curriculum, as outlined in the IEP, emphasizes cognitive and daily living skills, adaptive behavior, vocational training, and recreational activities. Additionally, all students participate in Adapted Physical Education and swimming, when suitable.

### **School Age Teachers**

Elizabeth Turcovsky  
Brooke Chamberlain  
Kim Mingus

### **School Age Assistants**

Khadija Moore  
Tammy McCartney  
Norm Gutauckas

The Lake Education and Employment Program (LEEP) focuses on empowering young adults aged 16 and older to achieve academic, social, and pre-vocational success based on their individual preferences, interests, needs, and strengths. LEEP provides a continuation of academic requirements, functional life-skill development, and career exploration and training. The program places a strong emphasis on enhancing students' self-advocacy skills and fostering independence within both their school and broader communities. By offering these experiences and various enrichment opportunities, LEEP enables students to actively participate in planning their lives after graduation.

The LEEP Program has job exploration/training sites that offer a variety of vocational opportunities.

Sites offer experiences in:

- Assembly, collating, labeling and sorting tasks
- General, light cleaning such as dusting, vacuuming and wiping down surfaces
- Helping prepare spaces for various special events

### **LEEP Teachers**

Abigail Fairbanks  
Wendy Lesko  
Lucy Kinford

### **LEEP Assistants**

Chris Colonna  
Ebony Kizer  
Jodi Sivon

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## **IEP (INDIVIDUAL EDUCATION PLAN)**

Every child enrolled in the Preschool, School Age, and LEEP Program who requires Special Education or related services will have an Individualized Education Plan (IEP). The IEP will specify goals and services to be provided during the school year.

Each IEP will undergo an annual review at a conference. There is no participant limit at an IEP conference, but typically includes: a chairperson, the child's teacher, a qualified representative from the child's district of residence, one or both parents/guardians, and other individuals as determined by the parent or agency, along with related service providers as needed.

The IEP must be developed before initiating any Special Education program. Parents will receive a copy of proposed IEP goals prior to the conference. A finalized copy of the IEP will be provided to the child's parents within 30 days of the conference. A copy of each child's IEP will be kept on file in the district and readily accessible to teachers and related service providers throughout the duration specified in the document.

## **PROCEDURAL SAFEGUARDS AND DUE PROCESS**

Broadmoor School is obligated by statute and procedural safeguards to protect and uphold the rights of all individuals receiving services through the Lake County Board of Developmental Disabilities. These safeguards ensure that students and their parents are fully informed about programs and have opportunities to participate in planning these services.

To safeguard the confidentiality rights of children and families, all sensitive information is treated with respect and discretion, respecting each individual's privacy.

The Board's policies on Confidentiality and Program Records stipulate that information about an individual or from their records may only be disclosed to authorized persons. Disclosure is contingent upon the receiving party agreeing not to disclose the information to unauthorized individuals without prior consent from the adult individual, parent, or guardian.

Unauthorized access, disclosure, or dissemination of information by staff to unauthorized persons may result in disciplinary measures by the agency and potential liability under Federal and State Law.

Each year, all staff members are required to sign a "Statement of Confidentiality of Persons Served through Board Programs," committing to uphold the confidentiality rights of children and families.

For parents of Preschool, School Age, and LEEP children, the school district of residence must obtain parental consent for an initial evaluation to determine the need for Special Education services. Parents also have the right to advance notice of the annual IEP review conference or any proposed changes to

their child's programming. They have the right to attend and participate in all conferences, with reasonable efforts made to accommodate their participation through rescheduling or other special arrangements. Parents with special needs or language barriers should notify their child's school for necessary accommodations. Parents can voice concerns or file complaints about their child's program services by contacting the school principal at any time during the year.

All adult enrollees (students 18 and over) and parents of enrollees under 18 years old have the right to receive written copies of all evaluation reports and Individual Education Plans (IEPs). Parents of preschool and school age children may review their child's school records and request deletion or amendment of inappropriate material. If a request for amendment is denied, they have the right to include specific objections in their child's record.

### **ELIGIBILITY**

To qualify for the School Age Program, children aged 6-21 years must meet the definition of "a student with disabilities" as outlined by the Ohio Department of Education's Operating Standards for Ohio's Schools Serving Children with Disabilities. Placement considerations commence upon mutual agreement between both parents and the local school district that Broadmoor School represents the least restrictive educational setting for their child. An Individual Education Plan (IEP) is then formulated, and classroom placement is determined based on factors such as class composition, chronological age, and developmental appropriateness for the students.

### **MEDICAL REQUIREMENTS**

All School Age children are required to have the following for admittance to Broadmoor School:

#### **IMMUNIZATIONS:**

- **Grades 1-2 (6-7 year olds)**
  - 1 Dose of Varicella (Chickenpox)
- **Grades 1-9 (6-14 year olds)**
  - 3 Doses Hepatitis B
- **Grades 1-12 (6-17 year olds)**
  - 3-4 Doses of Diphtheria, Tetanus, Pertussis
  - 4 Doses of Polio Vaccine
  - 2 Doses of MMR
  - Meningococcal Vaccine before grade 7 - 11

### EXCEPTIONS:

- Medical contraindication on file. A Physician or Certified Nurse Practitioner's signed statement, kept as part of the enrollee's records, is required.
- Reason of conscience/religious objection on file. A written statement, signed by a parent/guardian, stating the objection, must be on file as part of the enrollee's records.

All children five years and older must have a complete physical examination every three years.

### FORMS

Each year, several forms will be sent home to update our records. Some forms, such as the Emergency Medical Treatment Authorization (EMTA), are **mandatory** and must be completed each year in order to have your child remain in the program. Below is a list of these forms and how often one can expect to receive them:

- **Emergency Medical Treatment Authorization** – Annually.
- **Broadmoor Permission Form** - Covers Adaptive Physical Education, swimming, extra activities & trips, media, photo and directory information releases. Annually.
- **Field Trip Permission Form Letter**- Prior to each field trip.
- **Physician's & Guardian's Request for the Administration of Medication by School Nurse** - Annually when applicable.
- **Physician & Guardian Request for the Administration of G-Tube/J-Tube Feedings and/or insertion of temporary catheter or replacement of the Mic-Key by School Nurse** – Annually as applicable.
- **Health History** - Annually.
- **Individual Education Plan (IEP)** - Once per year - parent signature required.
- **Student Progress Reports** - Four times per year. (IEP and 3 quarterly reports)
- **Physical Forms** - Every 3 years for School age & LEEP
- **Physical Therapy Prescription Policy & Guidelines Letter** - (Needs a physician's prescription yearly.)
- **Pre-Vocational Worksite Permission Form** – Annually.
- **Transportation Request Form** – Annually (or when a new student enrolls / change of address)

### DISCHARGE / EXIT STUDENTS WITH SPECIAL NEEDS

Broadmoor School has established procedures for student discharge, including relocation, transfers to other programs or schools, home instruction due to health reasons, and instances where the school cannot adequately meet a student's needs. When a student relocates, their records are transferred to the new school, and transfers to other programs involve meetings to create new education plans.

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Home instruction arrangements are coordinated with the Local Education Agency (LEA). In cases where Broadmoor School determines it cannot meet a student's needs, a process including assessment, internal review, and collaboration with the local school district is initiated to plan for a smooth transition. Emergency situations may lead to immediate discharge, with ongoing educational responsibilities shifting to the local school district. Throughout these processes, comprehensive documentation ensures transparency and accountability.

## **ATTENDANCE**

Under the Federal "Individuals with Disabilities Education Act" (IDEA) and corresponding State laws, special education and related services are mandated for all eligible children with developmental disabilities, as determined by criteria set forth by the Ohio Department of Education. Eligible children can continue attending up to the age of 21 at the request of either the parent or student.

At Broadmoor School, daily attendance is recorded for all classrooms and reported to the Front Office. Parents are required to call the main office between 7:30 a.m. & 9:00 a.m. (440-602-1000) to report and excuse their child's absence. If the school has not been notified of an absence within 120 minutes of the start of the school day, the school secretary will attempt to contact the parent or guardian via a phone call, voicemail, text message, or email. All contact attempts are documented.

If a student is absent for five consecutive school days, the instructor will reach out to the parent and notify their supervisor, who will then contact the student's home school district to discuss the situation. When a student accumulates more than 38 hours of unexcused absences in a month or more than 65 hours in a school year, the school will notify the parent or guardian in writing. If a student meets the criteria for habitual truancy—defined as 30 or more consecutive hours, 42 or more hours in a month, or 72 or more hours in a school year without a valid excuse—the school will coordinate with the home school district to assign an Absence Intervention Team to support the family in improving attendance.

If a parent or guardian does not respond to intervention efforts, the school may be required to report the situation to Children Protective Services.

## **VISITORS**

Visitors, including parents, professionals, volunteers, and the general public, are welcome to visit Broadmoor School to learn more about our programs. To ensure the safety of students and visitors and to minimize disruptions to programming, all visitors must sign in at the Visitors' Log and wear badges upon entering the building. The sign-in log is located at the main entrance.



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All parents and visitors must obtain permission from the office before entering classrooms or other areas within the school building. Parents wishing to speak with a staff member should contact the office or the staff member directly via phone, email, or a written note to arrange a meeting. For meetings related to school business requiring the use of school facilities such as the gymnasium or cafeteria, parents need to request permission from the Principal. Facility usage forms can be obtained from the office.

### **PROGRAM VOLUNTEERS**

If you would like to volunteer at Broadmoor School, you must apply through the Lake County Board of DD/Deepwood volunteer program. To arrange this, you can call Ashley Cozzens at 440 - 350 - 5173. Some of the volunteers in the Program are students from local high schools who are involved in training programs or community service projects at their schools. Students are asked to observe the class and meet with the teachers for a general orientation to ensure that all classroom procedures are followed. Students are required to sign a confidentiality statement prior to volunteering at Broadmoor School. The teacher in charge of the classroom the monitors student volunteers.

### **CLOTHING**

Clothing should be comfortable, clean, and appropriate for a school environment. Please check with the student's teacher as to what days gym clothes or swimming suits may be needed. All clothing must be labeled.

### **CELL PHONE USAGE**

In accordance with HB 250, we strongly encourage you to support our efforts to have students keep their cell phones in their lockers during the school day. Students may use cell phones or other technological devices for student learning or to monitor or address a health concern.

### **LUNCH / CAFETERIA**

Students are required to bring lunch daily. Please mark your child's name clearly on the lunch. If a thermos bottle is sent, please use an unbreakable one, also labeled.

## **PEST CONTROL**

In the event that pest control is required at the school, it will be conducted by a licensed applicator and/or trained service personnel. Pest control activities will not occur while students are present. If you wish to receive prior notification before any pesticide application, please contact the school office at 440 - 602 - 1000.

## **STUDENT ILLNESS / EMERGENCIES**

If a child exhibits symptoms such as diarrhea, nausea, vomiting, elevated temperature, or any other indication requiring isolation from the classroom or special activities, parents will be notified to pick up their child immediately. It is essential to provide at least two phone numbers on your emergency forms to ensure someone can be reached during school hours. If neither parent can be contacted, the designated emergency contact listed on the form will be called. Please do not send a child to school if they display any of these symptoms, as they hinder their participation in required educational activities and pose a risk of infection to other children and staff. **A child should be symptom-free for 24 hours before returning to school.**

In cases where a student is hospitalized or experiences an extended illness, please inform the school nurse. Parents will receive written notification if their child has been exposed to a communicable disease such as strep infection, conjunctivitis, or COVID-19. Additionally, parents will be promptly notified of any emergency involving their child during the school day. **It is mandatory for parents to provide emergency phone numbers that school staff may contact if a parent cannot be reached.**

**If you have a change of address or phone number, please be sure to promptly notify the school secretary of these changes.**

### **BROADMOOR PROCEDURES FOR ACUTE MEDICAL EMERGENCIES**

In case of a life threatening or very serious emergency, a staff person or nurse on duty shall call the Emergency Squad. The Emergency Squad will determine to which medical facility the student will be transported. The school nurse will notify the following in the order listed:

1. The Emergency Squad
2. Parents or Guardian
3. Principal (who then notifies Superintendent or Designee and Service & Support Administrators)

A copy of your Emergency Medical Treatment Authorization (EMTA) Form will be sent with the Emergency Squad to the hospital. One staff person will accompany the E.M.S. and an Unusual Incident Report will be filed on all acute medical emergencies.

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## **PARENT CONFERENCES**

An IEP conference is required when a new student enters the program. **Each student will have a new IEP developed annually.** The IEP serves as one parent conference and an additional one will take place during the school year. We strongly encourage everyone to schedule a conference time with their child's teacher in March, either in person or virtually.

## **RELATED SERVICES**

Related services are available to students depending upon their individual needs. Such services will be identified in the student's IEP and may include any combination of the following:

- Speech/Language Therapy
  - Provided to those students with communication delays or disorders.
- Physical Therapy
  - Provided to students with gross motor (walking, sitting, etc.,) delays or disorders.
- Occupational Therapy
  - Provided to students with fine motor delays. This may include working on feeding, dressing skills or other fine motor activities.

## **NURSING**

Nursing staff is on-duty throughout the school day. In addition to handling all emergencies and routine checks, they provide students who require other services any necessary treatments; i.e., medication, G & J tube feedings and suctioning.

## **ADAPTED PHYSICAL EDUCATION**

Physical Education is provided by a certified Adapted Physical Education Instructor. Differentiated instruction is provided for developmentally appropriate activities, games, sports, aerobics and leisure opportunities. Children should dress appropriately and in loose fitting clothing on scheduled gym days. This attire should include gym shoes, slacks or shorts and a t-shirt. Many additional special activities are planned throughout the school year.

## **SWIMMING**

When facilities and conditions allow, swimming classes are offered to your child. The swim program is led by a certified Adaptive Physical Education Aquatics Instructor, certified Instructor Assistant, and a certified Lifeguard. While all students are encouraged to participate in swim classes, participation may not always be feasible due to medical reasons or other factors. If your child will not be participating in our Adaptive Aquatics Program, please provide a written explanation annually to be attached to the Permission Form.

Students should bring a towel to be sent home weekly for washing in provided bags. Swimsuits should be labeled and remain at school. A swim cap may be worn if deemed necessary by parent or staff. If your child requires earplugs, please provide them in a container labeled with your child's name and any special instructions.

For health and safety reasons, children will not be allowed to swim if they have diarrhea, vomiting, an unusual skin rash, open wounds, or excessive mucous from their nose or eyes. The school nurse will make the final determination regarding a student's ability to swim if there is any uncertainty. If your child will not swim on a designated day due to illness, injury, or another specific reason, please provide a note from the parent or legal guardian to notify the school nurse.

## **AFFILIATED AGENCIES**

- AngelsWing, Inc. Childcare Center
  - Provides early childhood activities for children 2 ½ through 6 years of age from 7:00 a.m. - 5:30 p.m., according to the school calendar.
  - Please contact Barb Konrad at 440-602-1035.
- Camp Sue Osborn
  - Summer camp (both Day and Residence) for children with special needs.
  - Camp Sue maintains an office at Broadmoor School.
- Deepwood Foundation
  - A not-for-profit charity created by parents, families and professionals to give financial help to children and adults with developmental disabilities.
  - Application forms are available on their website or at the Broadmoor front office. For further information, contact Tana Habat at 440-350-5208.

## **TRANSPORTATION**

Transportation is provided for all School Age & LEEP students in the morning and at dismissal in the afternoon. The Transportation Department will notify parents prior to school starting regarding your child's pick-up and approximate drop-off time. A bus attendant also rides Broadmoor buses to ensure the safety of your child while riding the bus. No siblings are permitted on the buses unless enrolled in the program.

### **PICK-UP:**

Children are to be ready ten minutes before pick-up time. **If your child will not be attending school or does not need bus service on a specific day, please contact Transportation directly at 440-350-5296 or 440-350-5222 and the Broadmoor Front Office 440-602-1000.** Transportation hours are **6:00 a.m. until 5:00 p.m.** The driver is required to wait only three minutes after scheduled pick-up time.

### **DROP-OFF:**

It is important that a parent or responsible person be at home when the bus arrives. Transportation must be notified of any change in drop-off location or person picking up your child. If a responsible person is not at home when the bus arrives, the driver will complete their route and attempt to drop off again after route completion. If no one is still home when the bus arrives again, drivers will return the child back to the Transportation Department office. The parent or guardian must then pick their child up from 8121 Deepwood Boulevard, Building C, Mentor, OH 44060. The transportation office will contact all phone numbers on file to ensure the child is picked up before the office closes at 5:00 p.m. In the event the child is not picked up by 5:00 p.m., local law enforcement will be notified. A fee of ten dollars per fifteen minutes will be charge for this service.

For parent drop-off and pick-up during the regular arrival and departure time, please either wait for a staff person to get your child or bring your child to you. There will be no supervision available before or after this established schedule. If you are picking up your child at times other than the usual arrival and departure, you must report to the front office. We will have your child ready to go when you arrive and you can notify the Transportation Department that your child will not be going home on the bus.

## **FAMILY / CUSTODIAL SITUATIONS**

As there are an increasing number of families experiencing transitions in parental custodial relationships and the laws governing divorce settlements/custody have recently been changed, we find it necessary to clarify the usual procedures followed by the administration in working with parents in such situations.

**In two-parent families,** it is assumed that both parents are living at the same address unless we have been notified otherwise. School personnel will, therefore, send home notices, communications, etc. with the child. It is assumed that both parents are communicating regarding the child and that all

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information is shared between the parents. This information includes, but is not limited to, parent conferences, IEP meeting invitations and quarterly progress reports.

**In families experiencing separation of parents, pending divorce, or those sharing joint custody,** all information will be sent home with the child to whichever parent currently has care of the child. It is assumed that this information is shared *between* the parents. Since this situation frequently impacts a child's achievement and interactions at school, parents are asked to inform *both* the principal and teacher of this fact so at timely and appropriate support can be given to the child. Broadmoor personnel cannot proceed on hearsay, rumor, assumptions or informal requests of a parent. The appropriate documentation is detailed below.

**In cases of an actual Divorce Decree** involving *clear custody by one parent*, the school is to be informed by the custodial parent of this fact. A copy of the first page of the decree bearing the case number, the pages referring to custody and the relationship with the school and the final page bearing the judge's signature are to be submitted to the principal. Unless the decree indicates otherwise, school communications will be sent home to the *custodial parent*. Custodial parents should understand; however, that unless the divorce decree specifically limits the non-custodial parent's right to access the records, the non-custodial parent has a right to the same access as the custodial parent. We will, unless instructed by a court order, release report cards, health records, referrals for special services and communications regarding major disciplinary actions.

Further, you should realize that unless restricted by court order, any non-custodial parent has the right to attend any meeting, school event or activity of their child.

Regarding parent conferences in all custody situations, it is preferred and will be the general procedure that *one* conference appointment be scheduled jointly if both parents wish to be present. It is assumed that parents are able to set aside differences and come together on behalf of their child for this amount of time. A joint conference further insures that both parents are given the same information at the same time, thereby avoiding misunderstanding and/or misinterpretations.

In cases where joint conferences are *clearly* neither possible nor desirable by all parties involved, alternate arrangements may be scheduled.

### **GUARDIANSHIP**

Guardianship can be secured by informing your child's teacher who will generate a referral to the Agency Supports Director. The Agency Supports Director will review the referral and will assign to the appropriate Social Worker. The Social Worker will then initiate contact with you or your designee to be the guardian and will begin the process to secure guardianship. The Social Worker will assist you or your designee with the application, expert evaluation, screen for Probate Court fees and appear in court if necessary.

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## **BROADMOOR FAMILY NETWORK (BFN)**

The Broadmoor Family Network is a parent group that is involved in school functions and fundraisers. They are committed to helping create enriching experiences for the students and sharing essential information with each other pertaining to the future of our students. New members are always welcome. Meetings are held at least quarterly. Anyone interested in becoming involved in this beneficial organization, please contact the Broadmoor office at (440) 602-1000 for more information. Visit and consider joining the Broadmoor Family Network Facebook page for more information.

## **FAMILY SUPPORT SERVICES (FSS)**

Family Support Services (FSS) is a grant program intended to help the family or guardian care for their eligible family member at home and enhance the quality of life. FSS provides financial assistance to families and individuals through full or partial reimbursement of approved expenditures based on a sliding fee scale and up to an annual allocation cap. Eligible individuals are those determined through the County Board eligibility process to have a developmental disability and live in Lake County.

Once determined eligible and after successful enrollment in the FSS grant program, reimbursements can be provided for many goods and services not otherwise funded by other sources and as related to the individual's diagnosis, including the following:

- Necessary home modifications to improve the living environment or facilitate care
- Adaptive equipment
- Counseling, training and education for family to aid in providing care
- Medical expense assistance
- Special dietary needs
- Respite care (in or out of the home)
- Incontinence supplies (after the age of 3 years)

Other services and/or items directly related to improving the lives and living environments of individuals and their families.

For more information, contact 440-350-5140 for the Service & Support Administration office.

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### **RELEASE OF CHILDREN**

Under no circumstances will a child be released to anyone other than his/her parent(s) or person authorized by the parent in writing to pick up the child. If, in the event a person unknown to the teacher calls for a child, the teacher will not release the child without written consent from the parent. Identification will be requested.

### **SCHOOL CLOSING INFORMATION**

Please listen to local radio and Cleveland television stations for school closing information. The **ONLY** official program closing phone number for the Lake County Board DD is **440-350-5299**. Families will be notified of school closings or alerts through our HIPAA compliant text messaging system. If you are not receiving text messages from the school, please contact the school office at 440-602-1000.



## **COMPLAINT OR APPEAL OF ADVERSE ACTION EXPLANATION FORM**

### **Why would I file a complaint or appeal?**

You may file a complaint if you are dissatisfied with a program, service, policy, or practice of the LCBDD. You may file an appeal of adverse action ("appeal") if your request for services is denied or if services you have been receiving are being taken away.

### **Do I have to file a formal complaint or appeal?**

No; if you choose, you may start by trying to resolve your complaint or appeal informally with a supervisor or manager at the LCBDD. You and the supervisor or manager can agree to work together to try and resolve your complaint or appeal. The informal process shall take no longer than 30 days.

### **Should I try to resolve my complaint or appeal informally before filing a formal complaint or appeal?**

That is entirely up to you. Trying to resolve your complaint or appeal informally does not prevent you from filing a formal complaint or appeal.

### **When should I file a complaint or appeal?**

A complaint must be filed within 90 days of becoming aware of the program, service, policy, or practice that is the subject of your complaint.

An appeal must be filed within 90 days of receiving notice that your services are being denied or taken away.

### **Important!**

In most cases, the LCBDD must notify you at least 15 days prior to the date it plans to take away your services. *If you file an appeal before the date your services are scheduled to be taken away, your services will stay in place during the appeal process.*

### **How do I file a formal complaint or appeal?**

The complaint or appeal must be filed in writing with the supervisor or manager responsible for the program, service, policy, or practice of the LCBDD. Staff of the LCBDD may assist you if you need help.

### **How will I be notified about my complaint or appeal?**

The LCBDD will respond to you in writing. Each response will explain the next step and the time line for completing it.

### **What will happen after I file a formal complaint or appeal?**

The supervisor or manager will meet with you to discuss your complaint or appeal and will investigate your complaint or appeal. Within 15 days, the supervisor or manager will provide you with a written response to your complaint or appeal. If you make a request, the supervisor or manager will discuss the written response with you.

### **What if I am not satisfied with the supervisor's or manager's decision?**

You may file your complaint or appeal with the Superintendent of the LCBDD. Your complaint or appeal must be filed in writing within 10 days of receiving the supervisor's or manager's written response. Staff of the LCBDD may assist you if you need help. The Superintendent or his/her designee will meet with you within 10 days of receipt of your complaint or appeal and provide you with a written response within 15 days of receipt of your complaint or appeal.

### **What if I am not satisfied with the Superintendent's decision?**

You may file your complaint or appeal with the President of the LCBDD. Your complaint or appeal must be filed in writing within 10 days of receiving the Superintendent's written response. Staff of the LCBDD may assist you if you need help. A hearing will be conducted within 20 days of receipt of your complaint or appeal.

### **What will happen at the hearing?**

The hearing may be conducted by the full county board, by a committee of two or more members of the LCBDD appointed by the President, or by a hearing officer appointed by the President. You will have an opportunity to explain your complaint or appeal. You may be represented by an attorney. You have the right to question officials or employees of the LCBDD who have information related to your complaint or appeal. You may be asked questions about your complaint or appeal.

### **What will happen after the hearing?**

You are entitled to receive, at no cost, a written transcript of the hearing. Within 15 days of a hearing conducted by the LCBDD or the LCBDD's receipt of the report and recommendation from a hearing officer, the LCBDD President or his/her designee will send you by certified mail, the LCBDD's decision regarding your complaint or appeal. The decision must include a rationale and a description of what you should do if you are still dissatisfied.

### **What if I am not satisfied with the LCBDD's decision?**

You may file your complaint or appeal with the Director of the Ohio Department of Developmental Disabilities. Your complaint or appeal must be filed in writing within 15 days of receiving the LCBDD's decision. Staff of the LCBDD may assist you if you need help. The Director or his/her designee may

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request additional information from you. Within 30 days of receipt of necessary documents related to your complaint or appeal, the Director or his or her designee will send you by certified mail, his or her decision regarding your complaint or appeal.

**Who else can help me with my complaint or appeal?**

- Arc of Ohio at 1-800-875-2723
- Disability Rights Ohio at 1-800-282-9181
- Ohio Department of Developmental Disabilities at 1-800-617-6733