

As someone eligible for, or receiving services from the Lucas County Board of Developmental Disabilities, you

have the right to:

- Have information that you provide held confidential;
- Receive Ombudsman services free of charge;
- Have services and supports that could be of help explained to you;
- Participate in decisions regarding the services you receive;
- Receive the services stated in your Individual Service Plan; and
- Basic information explaining how to report complaints and file grievances.

For more information about the Ombudsman, please call 419-381-5201



1154 Larc Lane  
Toledo, OH 43614  
[www.lucasdd.org](http://www.lucasdd.org)

*The Lucas County Board of Developmental Disabilities  
is an Equal Opportunity Employer and Provider of Services.*



## About the Ombudsman

***...someone to turn to when you feel  
you need a helping hand...***

## What is the Ombudsman?

**Confused?  
Angry?  
Concerned?  
Frustrated?  
Unsure?  
Stressed?  
Ignored?  
Dissatisfied?**

The Ombudsman is someone you can turn to if you find yourself experiencing problems with the Lucas County Board of Developmental Disabilities. The Ombudsman does not take sides,

but remains neutral, helping you find solutions.

The Ombudsman is a service of the Quality Assurance Department and is responsible to the Superintendent of the Lucas County Board of Developmental Disabilities.

The Ombudsman will address service-related problems and respond to public inquiries in a timely manner that is fair and which respects personal rights and professional responsibilities.

The goal of the Ombudsman is to increase your ability to deal more effectively with your situation.

## Who Can Use the Ombudsman?

The Ombudsman is available to individuals and families who wish to discuss problems regarding services offered through the Lucas County Board of Developmental Disabilities.

## When Should I Go to the Ombudsman?

You can contact the Ombudsman at any time. It is best, however, to contact the Ombudsman after you have discussed your concern with the following people:

- Your Service and Support Specialist, Habilitation Specialist, or Early Intervention Specialist;
- A Coordinator in the Family and Community Supports Department, Adult Options Department; Children's Options Department; or
- The Director of the Family and Community Supports, the Director of Adult Options, or the Director of Children's Options.

If the individuals listed above cannot help you, or you wish to speak with the Ombudsman, please call 419-381-5201

## What Happens When I Call the Ombudsman?

The Ombudsman will:

- Meet with you at your convenience;
- Assist you in addressing your problem;
- Discuss the rules and laws regarding confidentiality;
- Discuss the amount of time it will take to review your concerns;
- Ask for your permission to receive and/or release confidential information which would assist the Ombudsman in resolving your dispute;
- Follow up on your concerns while providing everyone involved a reasonable time to present their information in a respectful manner; and
- Discuss the outcome of the review with you.

If, in the end you feel that your problem is still unresolved, you may request a formal review from the Superintendent. The Ombudsman can help you with this process.