

## **ILS APPEALS PROCESS FOR ATTENDANT CARE SERVICES**

Applicants have the right to submit an appeal letter to Independent Living Services (ILS) if the Association declines their application for Attendant Care Services.

Within 60 days after a written appeal is submitted to the Association, the Association shall review the appeal and respond to the applicant who has applied for service.

Appeals will only be accepted by the applicant applying for services.

The Association leaves it up to the applicant to take their complaint from one step to the next.

If the applicant wants to appeal, they must follow these steps:

### **Step 1**

- The applicant must write a letter of appeal to the Manager of Attendant Care Services stating the reasons they feel ILS should accept their application for Attendant Care Services.
- The Manager will respond to the applicant in writing of their decision and provide a copy of the appeal letter to the Executive Director.

## **Step 2**

- If the applicant is not satisfied with the Manager's decision, they may appeal the decision to the Executive Director of the Association. The appeal must be in writing and addressed to the Executive Director.

## **Step 3**

- The applicant who has made the appeal to the Executive Director may appeal the Executive Director's final decision to the HSARB once the applicant has received a copy of the decision from the Executive Director.

Health Services and Appeal Review Board  
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General Inquiry (416) 327-8512 or (416) 327-8524