



## **Kidney Foundation of Ohio Assistance Applicant Handbook**

### **Welcome**

This handbook will serve as a guide for any questions you may have regarding your interaction with the Kidney Foundation of Ohio's services.

### **Our Vision**

All people with renal disease or transplant recipients will be accepted in the community and have a measurably improved quality of life and function as a result of the services provided by the Kidney Foundation of Ohio.

### **Our Mission**

The Kidney Foundation of Ohio provides a broad program of direct assistance to persons with kidney disease and promotes and provides education programs for the general public, renal professionals and patients and their families.

### **Agency Location and Hours of Operation**

Kidney Foundation of Ohio  
2831 Prospect Ave.  
Cleveland, Ohio 44115

Phone: 216-771-2700

Fax: 216-771-5114

Open Monday through Friday

8:30am to 4:30pm

The Kidney Foundation of Ohio has one office, the Cleveland Office, which is centrally located on a major bus route and is accessible to individuals with disabilities. The office is closed on predetermined holidays. The Foundation also has two affiliate chapters with locations in their respective counties.

### **Equal Employment Opportunity/Affirmative Action:**

No recipient of the Foundation's services nor any employee or volunteer shall be excluded from services or discriminated against by the Kidney Foundation of Ohio on the basis of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, physical or mental handicap or developmental disability or any person with "HIV" OR "AIDS-related Complex" in accordance with state and federal laws. This policy applies to all terms and conditions of employment, including, but not limited to, recruitment, selection, promotion, evaluation or retention of employees or volunteers, and in the provision of program services requested by consumers of the agency.

### **Application Process**

Applications for assistance are completed with the assistance of a social worker or renal healthcare professional. This policy ensures accuracy in reporting, and assists with understanding and comprehension of the application. Patients without a designated social worker may request to fill out an application independently, however this request will be evaluated by the Staff Social Worker and may be denied if patient does not meet basic criteria, has access to a qualified professional social worker, or is otherwise unable to meet application or admission standards. Applicants without access to an assigned social worker may be asked to work with the doctor or nurse practitioner to complete the assistance application.

Applications are reviewed based on assistance criteria including income, eligible services, family size, relation to kidney disease and residency requirements. Applications are awarded based on order received and demonstrated need. Kidney Foundation of Ohio strives to assist applicants who demonstrate real and pressing financial need. All applications are reviewed by the staff social worker and Kidney Foundation of Ohio reserves complete discretion in reviewing applications. Applicants are never discriminated against on the basis of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, physical or mental handicap or developmental disability or any person with "HIV" OR "AIDS-related Complex."

### **Applicant Rights**

When working with you, all the basic rights and protections given to you in the U.S. Constitution, Bill of Rights, Developmental Disabilities Act of 1984, Section 110, the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 are respected and supported. All Kidney Foundation of Ohio staff members are dedicated to protecting applicant dignity and confidence.

The Kidney Foundation of Ohio does not provide direct mental health or physical health services. Services offered through assistance programs are meant for their intended and specified purposes. All applicant information is kept in confidence, files are stored under lock and key to protect privacy and records are retained for seven years before professional destruction.

### **Applicant Responsibilities**

Applicants are expected to provide accurate and up to date information on their assistance applications. This information is relied upon by staff to make fair, accurate decisions on awarding assistance funding. Applicants are expected to be courteous with staff in their interactions and inquiries. Assistance may be terminated if applicant is found to have provided inaccurate information, misled the Kidney Foundation of Ohio, or if applicant engages in abusive or offensive practices in their interaction with the Kidney Foundation of Ohio. The use of foul or abusive language when interacting with staff is grounds for immediate termination of Kidney Foundation of Ohio's services.

**Applicant Grievance Policy**

Applicants have the right to speak with the staff Social Worker regarding their application. If applicant is unsatisfied with their interaction with Kidney Foundation of Ohio staff, they may submit a written complaint which will be reviewed by the Kidney Foundation of Ohio's Social Worker. Should the complaint be directed at the Kidney Foundation of Ohio's Social Worker, the Agency's Vice President shall review the complaint.

The Kidney Foundation of Ohio reserves the right to deny applications based on admission criteria, residency, demonstrated need and funding restrictions and availability. Kidney Foundation of Ohio staff will work with all concerned applicants to resolve questions, explain the application process and ensure the highest possible standard of understanding for applicants. Kidney Foundation of Ohio staff may involve applicant's social workers in order to enhance understanding and elevate quality of care.

You may contact the Kidney Foundation of Ohio's Social Worker, Molly DeBrosse, LSW, regarding any questions you have at 216-771-2700.

**Applicant Input**

The foundation conducts a yearly Consumer Satisfaction Surveys to all active assistance recipients in the core programs, which asks for your opinion of the services we have and your experience/satisfaction with services provided. The foundation is routinely looking for ways to obtain information from applicants about our services so that we can make changes as needed and appropriate to improve the services that we offer to you. Suggestions and input are welcome. If you would like to provide feedback, please contact the staff social worker, Molly DeBrosse, LSW, at 216-771-2700.