

For more information

about the Civil Rights Program,
contact your nearest Area Agency
on Aging (AAA):

Northwestern Illinois AAA

Rockford, 815-226-4901,
1-800-542-8402 (9 counties only),
www.nwilaaa.org

Northeastern Illinois AAA

Kankakee, 815-939-0727,
1-800-528-2000, www.ageguide.org

Western Illinois AAA, Inc.

Rock Island, 309-793-6800,
1-800-322-1051 (I & A), www.wiaaa.org

Central Illinois Agency on Aging, Inc.

Peoria, 309-674-2071, 309-674-1831 (TTY),
1-877-777-2422, www.ciaoa.com

East Central Illinois AAA, Inc.

Bloomington, 309-829-2065,
1-800-888-4456 (I & A, 16 counties only),
www.eciaaa.org

West Central Illinois AAA

Quincy, 217-223-7904,
1-800-252-9027 (I & A, Voice and TTY)

AAA for Lincolnland, Inc.

Springfield, 217-787-9234 (Voice and TTY),
1-800-252-2918 (I & A: 217, 309 and 618
area codes only), www.aginglinc.org

AAA of Southwestern Illinois

Belleville, 618-222-2561, 1-800-326-3221,
www.answeronaging.com

Midland AAA

Centralia, 618-532-1853, 1-877-532-1853,
www.midlandaaa.org

Southeastern Illinois AAA, Inc.

Mt. Carmel, 618-262-2306,
1-800-635-8544 (618 area code only)

Egyptian AAA, Inc.

Carterville, 618-985-8311, 1-888-895-3306,
www.egyptianaaa.org

Chicago Department on Aging

Chicago, 312-744-4016,
312-744-6777 (TTY),
www.cityofchicago.org/aging

AgeOptions, Inc.

Oak Park, 708-383-0258,
708-524-1653 (TTY),
1-800-699-9043 (suburban Cook
County only), www.ageoptions.org

Or call the Senior HelpLine:

1-800-252-8966

1-888-206-1327 (TTY)

Illinois Department on Aging

421 East Capitol Ave., #100
Springfield, Illinois 62701-1789

Senior HelpLine:

1-800-252-8966, 1-888-206-1327 (TTY)

Download this brochure at www.state.il.us/aging
in the "News and Publications" section.

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).

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Pat Quinn, Governor

Illinois Department on Aging
Charles D. Johnson, Director



**is
Illegal!**

Illinois Department
on Aging



Civil Rights Program

The Illinois Department on Aging, in cooperation with Area Agencies on Aging, has developed the Civil Rights Program to ensure equal treatment of individuals who apply to programs or who are current program participants. It also protects those individuals who apply for employment or who are currently employed in programs funded through the Illinois Department on Aging.

The Civil Rights Program was written in accordance with all state and federal civil rights laws and **forbids discrimination based upon race, color, national origin, religion, sex, sexual orientation, ancestry, citizenship status, marital status, physical or mental disability, unrelated to ability, unfavorable military discharge or age.**

All entities receiving funding from the U.S. Department of Health and Human Services, the U.S. Department of Agriculture and the Illinois Department on Aging must adopt the Civil Rights Program. These entities include, but are not limited to, the Illinois Department on Aging, all Area Agencies on Aging and their providers of service(s), and all adult day service providers. In addition, each entity must have a civil rights coordinator on staff to assist you with any questions or concerns you may have regarding this program.

To File a Complaint

If you feel you have been...

- denied the opportunity to participate (admission to or benefits of) in any Illinois Department on Aging program(s);
- denied employment (such as, not hired or unlawfully discharged) in any Illinois Department on Aging program(s); or
- denied opportunities as an employee (such as, wages, promotions, benefits, etc.) in any Illinois Department on Aging program(s);

...**due to your race, color, national origin, religion, sex, sexual orientation, ancestry, citizenship status, marital status, physical or mental disability, unrelated to ability, unfavorable military discharge or age**, you may wish to inquire about the Civil Rights Program or the possibility of filing a complaint of discrimination.

The civil rights coordinator at your Area Agency on Aging, service provider, adult day service provider or the Illinois Department on Aging can assist you with the complaint filing and appeals process.

A complaint must be filed with the Illinois Department on Aging within **180 calendar days** of the date the alleged discrimination took place. An investigation will be conducted upon receipt of your complaint.

You are encouraged to provide as much information as possible on all parties involved. In addition, you may be requested to submit additional information after you have filed your complaint. Remember that specific information on the action you believe was discriminatory can help the Department in processing your complaint in a timely manner.

The Illinois Department on Aging will investigate matters and make every effort to resolve the complaint in order to help prevent any further potential discrimination. You will be notified of the investigation results as soon as possible.

