

## **Pacific EyeCare Optometry Nondiscrimination Statement**

Pacific EyeCare Optometry understands that discrimination is against the law and complies with all applicable Federal and State civil rights laws. Specifically, we do not discriminate on the basis of race, color, national origin, age, disability or sex. We do not exclude patients or treat them any differently based on any of these factors.

When necessary and free of charge to the patient, Pacific EyeCare Optometry:

- Provides aids and services to patients with disabilities when necessary to effectively communicate with them
- Provides qualified sign language interpreters for hearing impaired patients
- Provides language services to those patients who cannot effectively communicate in English. This may include qualified interpreters or written information.

If you believe Pacific EyeCare Optometry has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you may file a grievance with:

Donald Matsumoto, OD, Grievance Officer  
Pacific EyeCare Optometry, 12461 W Washington Blvd., Los Angeles, CA 90066  
310-390-6287; FAX 310-391-8464  
pacificeyecarectr@hotmail.com

You may file your grievance in person, by mail, fax or email. If you need assistance filing a grievance, Donald Matsumoto is available to assist you.

You may also file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights two ways:

- (1) Electronically through the Office of Civil Rights Complaint Portal:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

By mail or phone at:

US Department of Health and Human Services  
200 Independence Avenue SW Room 509F, HHH  
Building Washington, DC 20201  
1-800-368-1019 1-800-537-7697 (TDD)

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>

### **Pacific EyeCare Optometry Individuals With Limited English Proficiency Information Regarding Language Assistance Services**

**ATTENTION:** If you speak any of the following languages, language assistance services are available (free of charge) to you upon request.

Spanish, Chinese, Korean, Vietnamese, Arabic, German, French, Tagalog, Armenian, Farsi, Russian, Japanese