



## **NONDISCRIMINATORY POLICY**

North Texas Eye Center has agreed to comply with the provisions of the Federal Civil Rights Act of 1964 and all requirements imposed pursuant thereto to the end that no person shall, on the grounds of race, color, national origin, ancestry, age, sex, religious creed, or disability, be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination in the provision of any care or service.”

### **CIVIL RIGHTS COMPLIANCE**

North Texas Eye Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. North Texas Eye Center does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

### **LANGUAGE ASSISTANCE**

North Texas Eye Center provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information if other formats can be requested and made readily available, other formats may include (large print, audio, accessible electronic formats, other formats)

North Texas Eye Center provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, or you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Skye Johnson, Practice Administrator

North Texas Eye Center

4100 W. 15<sup>th</sup> Street, Suite 210

Plano, Texas 75093

972-867-7777 office

972-519-1679 fax

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Emily Walc, Chief Privacy Officer

North Texas Eye Center

4100 W. 15<sup>th</sup> Street, Suite 210

Plano, Texas 75093

972-867-7777 office

972-519-1679 fax

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>; or as follows:

U.S. Department of Health and Human Services  
200 Independence Avenue SW., Room 509F, HHH Building Washington, DC 20201  
1-800-868-1019; 800-537-7697 (TDD)

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

*North Texas Eye Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.*

## **NOTIFICATION OF ASSISTANCE SERVICES FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY OF LANGUAGE**

**ATTENTION: If you speak a foreign language, assistance services are available to you, free of charge, at: 972-867-7777.**

**Specific translations for Notice of Nondiscrimination, Nondiscrimination and Taglines are available at: <http://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/>**

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: **1-972-867-7777**

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số: **1-972-867-7777**

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電: **1-972-867-7777**

주의: 한국어를 경우 서비스를 무료로 이용할 수: **1-972-867-7777**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم : **1-972-867-7777** رقم

توجه: اگر آپ اردو سے بات کریں، امداد سروسز دستیاب ہیں. آپ 7777-867-972 میں مفت میں

Pansin: Kung nagsasalita ka ng isang wikang banyaga, mga serbisyo ng tulong ay magagamit sa iyo, nang walang bayad, sa: **1-972-867-7777**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le : **1-972-867-7777**

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。 **1-972-867-7777** まで、お電話にてご連絡ください

توجه: اگر شما حرف فارسي، خدمات کمک برای شما موجود است، به رایگان در: **7777-867-972-1-972**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-972-867-7777**

Perhatian: Jika anda berbahasa Indonesia bantuan, layanan yang tersedia untuk anda, gratis, di: **1-972-867-7777**.

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-972-867-7777**

注意：日本語を話す場合は、サポートサービスをご利用いただけます（無料）： **1-972-867-7777** です。

## **SECTION 1557 OF THE AFFORDABLE CARE ACT, GRIEVANCE PROCEDURE**

It is the policy of North Texas Eye Center not to discriminate on the basis of race, color, national origin, sex, age or disability. North Texas Center has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability, may file a grievance under this procedure. It is against the law for North Texas Eye Center to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

### **SUBMISSION OF GRIEVANCE**

Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action. A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.

### **INVESTIGATION**

The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of the Practice relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know. The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

### **APPEAL**

The person filing the grievance may appeal the decision of the Section 1557 Coordinator by writing to the (Chief Executive Officer) within 15 days of receiving the Section 1557 Coordinator's decision. The (Chief Executive Officer) shall issue a written decision in response to the appeal no later than 30 days after its filing. The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW., Room 509F, HHH Building Washington, DC 20201  
1-800-868-1019; 1-800-537-7697 (TDD)

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

### **ACCOMMODATIONS IN THE GRIEVANCE PROCESS**

North Texas Eye Center will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.