

Discrimination is Against the Law

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

Family Vision Health Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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, contact Betsy Fannin, Office Manager.

If you believe that Family Vision Health Center has 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: Betsy Fannin, Business Manager, 313 S Carol Malone Blvd., Grayson, KY. Fax: 606-474-3563 or Email: drfannin.receptionist@outlook.com.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Betsy Fannin, Business Manager, is available to help you.

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 by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

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

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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.

- | | |
|------|-----------------|
| 1 KY | Spanish |
| 2 KY | Chinese |
| 3 KY | German |
| 4 KY | Vietnamese |
| 5 KY | Arabic |
| 6 KY | Serbo-Croatian* |
| 7 KY | Japanese |

5 KY	Arabic
6 KY	Serbo-Croatian*
7 KY	Japanese
8 KY	French
9 KY	Korean
10 KY	Pennsylvanian Dutch*
11 KY	Nepali*
12 KY	Cushite*
13 KY	Russian
14 KY	Tagalog
15 KY	Bantu*