

Custom Eyes Nondiscrimination Statement

Custom Eyes 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, Custom Eyes:

- 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 Custom Eyes 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:

Grievance Coordinator Linda Drake
Custom Vision, Inc., DBA Custom Eyes
Eyes

3465 NE Ralph Powell Rd.
P 816-524-7400 F 816-525-1700

Grievance Coordinator Linda Drake
Drake & Associates, Optometrists, P.A., DBA Custom

15601 W 87th St. Pkwy
P 913-894-2020 F 913-894-2022

Email us through our patient portal – call the respective office for instructions.

You may file your grievance in person, by mail, fax or email. If you need assistance filing a grievance, Linda Drake 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>

- (2) 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>

INTERPRETER SERVICES

Custom Eyes has arranged for language assistance services free of charge.
Call 816-524-7400.

ENGLISH

If you speak English, language assistance services, free of charge, are available to you.

Español
Spanish

Si usted habla español, tiene a su disposición servicios de asistencia con el idioma sin costo alguno.

繁體中文
Chinese

如果您讲汉语普通话，则可以免费向您提供语言协助服务。

Tiếng Việt
Vietnamese

Chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị, nếu quý vị nói tiếng Việt.

Serbo
Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno.

Deutsch
German

Wenn Sie deutsch sprechen, stehen Ihnen kostenlos Sprachhilfen zur Verfügung.

العربية
Arabic

إذا كنت تتحدث العربية، فستتوفر لك خدمات المساعدة اللغوية مجاناً.

한국어
Korean

모국어가 한국어일 경우 무료 언어지원 서비스가 제공됩니다.

Русский
Russian

Если ваш язык — русский, то вам могут быть предоставлены бесплатные услуги переводчика.

Français
French

Si votre langue est le français, des services d'assistance linguistiques sont mis gratuitement à votre disposition.

Tagalog
Filipino

PAUNAWA Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wikanang walang bayad.

Pennsylvan
ian
Dutch

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch.

Farsi

اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.

Cushite

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.

Portuguese


ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis.

Amharic

ማስታወሻ: የሚናገሩት ቋንቋ ለማርኛ ከሆነ የትርጉም ለርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው

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繁體中文 Chinese	如果您讲汉语普通话，则可以免费向您提供语言协助服务。
Tiếng Việt Vietnamese	Chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị, nếu quý vị nói tiếng Việt.
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Français French	Si votre langue est le français, des services d'assistance linguistiques sont mis gratuitement à votre disposition.
Tagalog Filipino	PAUNAWA Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wikanang walang bayad.
Hmoob Hmong	Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj.
Farsi	اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با
ພາສາລາວ Lao	ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ສັ່ງຄ່າ, ແມ່ນມີສ່ວນໃຫ້ທ່ານ.
 Burmese	သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။
日本語 Japanese	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。
Kiswahili Swahili	KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo.