

Eye Care of East Bay complies with applicable federal civil rights laws and California law and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex, or any other characteristic protected by California law. We do not exclude people or treat them differently because of these characteristics.

We provide free help to communicate with us:

- For people with disabilities: reasonable modifications and free auxiliary aids and services, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, and other formats).
- For people whose primary language is not English: free language assistance services, such as qualified interpreters and information written in other languages.

If you need these services, call (925) 705-7299 or tell our front desk.

Bringing someone with you. If you prefer, you are welcome to bring an adult family member or friend to help interpret for you. This is your choice: free professional interpreter services are always available, and you are never required to bring your own interpreter. Children under 18 may not interpret except in an emergency. **Please tell us when you schedule if you need an interpreter, so we can arrange one in advance and keep your visit as short as possible.**

If you believe we have failed to provide these services or discriminated in another way, you can file a complaint with: Vahid Feiz, MD, Eye Care of East Bay, 100 N. Wiget Lane, Suite 270, Walnut Creek, CA 94598; (925) 705-7299. You can file a complaint in person, by mail, or by phone, and we will help you if needed. 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 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; 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

LANGUAGE ASSISTANCE

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