

WINCHESTER EYE SURGERY CENTER

The Winchester Eye Surgery Center (WESC) complies with applicable Federal and State Civil Rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex or sexual orientation. The Winchester Eye Surgery Center does not exclude patients or treat them differently because of race, color, national origin, age, disability, sex or sexual orientation.

The Winchester Eye Surgery Center (WESC) provides to its patients without charge:

Auxiliary aids and services to people with disabilities to communicate effectively with our staff, such as:

- Qualified Sign Language Interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Language Assistance Services to people whose primary language is not English, such as

- Qualified Interpreters
- Information written in other languages

If you need these services, contact the Administrator: Julie Miller, Civil Rights Coordinator, at 540-667-5535 Ext. 109.

If you believe that the Winchester Eye Surgery Center has failed to provide or resolve you concern related to these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, or sexual orientation you can file a grievance with the Director of Quality & Compliance via telephone or in writing at:

Erin VanLoon
Director of Quality and Compliance
(804) 533.6770, ext 106- Phone
(804) 404.9562 - Secure Fax

If you need help filing a grievance, Julie Miller, Civil Rights Coordinator 540-667-5535 x 109, is available to help you.

You may 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>.

Eye Surgery Center of Winchester

Contact for Language Assistance

ATTENTION: If you require language assistance, language assistance services, free of charge, are available to you. Call 1-540-667-5535 x 100

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-540-667-5535 x 100

繁體中文 (Chinese): 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 1-540-667-5535 x 100

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-540-667-5535 x 100 번으로 전화해 주십시오.

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-540-667-5535 x 100.

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-540-667-5535 x 100

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-540-667-5535 x 100

1-540-667-5535 **عربي (Arabic):** ناهملا كل رفاوتت ةيوغلا ةدعاسملا تامدخ نإف ،ةغلا ركذا ثدحتت تنك اذإ :ةظوحلم (Arabic): 1-540-667-5535 x 100 مقرب لصتا

አማርኛ (Amharic): ለኢትዮጵያውያን ለሌሎች ተገዳሪዎች ለጥራት ያላቸው አገልግሎቶች ለማግኘት ወይንም ለሌሎች ጉዳዮች ለማግኘት ይህን ቁጥር 1-540-667-5535 x 100 ይግኙ።

Persian/Farsi – هجوت : ناگیار تروصب ینابز تالیهست ،دینک یم وگتنگ یسراف نابز هب رگا : 1-540-667-5535 x 100 امش یارب دیریگب سامت اب .دشاب یم مهارف

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-540-667-5535 x 100

1-540-667-5535 **اردو (Urdu):** نیہ بایتسد نیہ تفم تامدخ یک ددم یک نابز وک پآ وت ،نیہ تےتلوب ودر پآ رگا : رادر بیخ (Urdu): 1-540-667-5535 x 100 لاک .

Bàsòw` wùdù-po-nyò` (Kru/Bassa): Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̩ [Bàsòw`-wùdù-po-nyò`] jũ ní, níí, à wuɖu kà kò dò po-poò bèín m̩ gbo kpáa. Dá 1-540-667-5535 x 100

Igbo asusu (Ibo): Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 1-540-667-5535 x 100

èdè Yorùbá (Yoruba): AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-540-667-5535 x 100

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-540-667-5535 x 100

हिंदी (Hindi):

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-540-667-5535 X100. पर कॉल करें।

বাংলা (Bengali):

লক্ষ্য করুনঃ যদি আপন বাংলা কথা বলতে পারেন তাহলে নঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-540-667-5535 X 100.