

C&S Optometric Services, PLLC
dba New Bern Family Eye Care
dba Pamlico Family Eye Care

NONDISCRIMINATION STATEMENT

C&S Optometric Services, PLLC 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, C&S Optometric Services, PLLC:

- 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 C&S Optometric Services, PLLC 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:

Shannon Kleinwolterink, Grievance Officer
2805 Village Way
New Bern, NC 28562
Phone: (252) 633-0016
Fax: (252) 636-3895
Email: shannonk@familyeyecarenc.com

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