

**BLOOMINGTON FAMILY EYECARE CENTER  
NON-DISCRIMINATION STATEMENT**

***BLOOMINGTON FAMILY EYECARE CENTER*** 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 factors.

When necessary and free of charge to the patient, *Bloomington Family Eyecare Center*:

- Provides aids and services to patients with disabilities when necessary to effectively communicate with them.
- Provides qualified sign language interpreters for the hearing impaired patients.
- Provides language services to those patients who cannot effectively communicate in English. This may include qualified interpreters or writer information.

If you believe *Bloomington Family Eyecare Center* has failed to provide these services or discriminated in another way on the basis of race, color, age, disability or sex, you may file a grievance with:

Andrew W. Backus, O.D., F.A.A.O.  
6 Heartland Drive, Suite C  
Bloomington, IL 61704  
309-663-0303  
Fax: 309-663-0161  
[abackus@frontier.com](mailto:abackus@frontier.com)

You may file your grievance in person, by mail, fax or email. If you need assistance filing a grievance, Dr. Backus is available to assist you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights two ways:

1. Electronically through the Office of Civil Rights Portal:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

2. By mail or phone:

U.S. 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>