



Retina Institute of Virginia complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Retina Institute of Virginia does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Retina Institute of Virginia:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Chanthang Oliver, Civil Rights Coordinator.

If you believe that Retina Institute of Virginia has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Chanthang Oliver, our Civil Rights Coordinator.

8700 Stony Point Parkway, Suite 150, Richmond, VA 23235

Phone: (804) 644-7478, TTY: (711)

Fax: (804) 644-8224, email: riv@rivonline.net

Virginia Department for the Deaf and Hard of Hearing (804) 237-0843.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Chanthang Oliver, our Civil Rights Coordinator, is available to help you.

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, 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, DC 20201, 1-800-868-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

I have received a copy of RIV's Nondiscrimination Policy.

Signature: _____ Date: _____