



Dr. Jack Devore
Dr. Gina Ciarmiello

Optometrists

4 Normanskill Blvd., Suite 400
Delmar, New York 12054

Tel: 518 478 9992 Fax: 518 439 0796



The Practice of Dr. Jack Devore 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, the Practice of Dr. Jack Devore:

- 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 the Practice of Dr. Jack Devore 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:

Susan Wainwright, Grievance Coordinator
4 Normanskill Blvd, Suite 400
Delmar, NY 12054
518-478-9992 phone
518-439-0796 fax
swainwright@albany.twcbc.com

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

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**Individuals With Limited English Proficiency
Information Regarding Language Assistance Services**

ATTENTION: If you speak any of the following languages, language assistance services are available (free of charge) to you upon request.

Spanish
Chinese
Russian
French Creole (Haitian Creole)
Korean
Italian
Yiddish
Bengali
Polish
Arabic
French
Urdu
Tagalog
Greek
Albanian