



Non-Discrimination Policy

Tomasino Goerss Vision Source understands that discrimination is against the law and complies with all applicable Federal and State civil rights laws. We do not discriminate based on race, color, national origin, religion, age, disability, sex or sexual orientation, status as a parent, or genetic information. We do not exclude patients or treat them any differently based on any of these factors.

Tomasino Goerss Vision Source has policies related to sensory and speech impairment, limited English proficiency, facility accessibility, and employment discrimination. Staff are trained regarding our policies related to non-discrimination.

When necessary and at no additional charge to the patient, our office will:

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

Provision of such services will not be limited or denied unless the provision of such service would pose an undue hardship on the financial well-being of the office or significantly interfere with normal office and patient fluidity.

Any individual who believes Tomasino Goerss Vision Source has failed to provide these services or feels discriminated in another way based on race, color, national origin, religion, age, disability, sex or sexual orientation, status as a parent, or genetic information, please let us know. So we can work to further accommodate the individual's needs if at all possible. Any individual has the right to file a grievance in person, by mail, fax, or email.

Point of Contact: Dr. Robert Goerss and Joshua Lefholz

Address: 1140 Tom Ginnever Ave.

O'Fallon, MO 63366

Phone: 636-272-1444

Fax: 636-272-1359

Individuals may also file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights, in 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>

Effective Date: September 2025