



MOBILE CLINIC EVENT PARTNER TERMS AND CONDITIONS VSP EYES OF HOPE MOBILE CLINICS PROGRAM

Please review these requirements before requesting a VSP® Eyes of Hope® mobile clinic event. They describe the responsibilities an organization must be prepared to accept if VSP Vision™ approves an event request. Submitting a request does not reserve a date, guarantee an event, or create a binding commitment by VSP.

If an event is approved, the requesting organization must sign the current VSP Eyes of Hope Mobile Clinics Program Partner Agreement, when applicable, the VSP Eyes of Hope Mobile Clinics Program Event Sponsor/Event Location Agreement. A school or other host may also require VSP to sign a memorandum of understanding (MOU) or similar document, subject to the requirements below. The final signed documents control if they differ from this website summary.

Event Approval and Required Documents

- VSP evaluates requests based on community need, patient eligibility, available clinical and mobile-clinic resources, location suitability, safety, and other program considerations.
- The requesting organization must identify an authorized representative who can coordinate the event and sign the required documents.
- The event date, time, and location must be mutually confirmed in writing. Do not advertise, incur expenses, or represent that an event is confirmed until VSP provides written confirmation and all required agreements are signed.
- If the event will occur at a location owned or controlled by an organization other than the requesting partner, the location host must sign the VSP Eyes of Hope Mobile Clinics Program Event Sponsor/Event Location Agreement. The partner remains responsible for its own obligations.
- VSP may decline, modify, postpone, relocate, or cancel a proposed event when operational, legal, clinical, safety, weather, mechanical, public-health, or other circumstances require it.

School MOUs and Other Required Forms

Tell VSP at the time of the request whether a school, district, public entity, or location host requires VSP to sign its MOU, facility-use agreement, vendor form, data agreement, or other terms.

- Provide every required document and the applicable review and approval process as early as possible. The proposed event is not confirmed until all required documents are reviewed, negotiated if necessary, and signed by authorized representatives.
- The school or host must permit reasonable edits. VSP cannot agree in advance to an uneditable document or to terms that conflict with VSP program requirements, patient privacy obligations, clinical operations, insurance, branding rules, risk allocation, or standard agreements.
- VSP will not accept an MOU that transfers control over clinical judgment or patient records; permits unauthorized access to protected health information; expands services beyond the agreed event; requires VSP to violate law or policy; allows unrestricted use of VSP names, logos, images, or event content; or authorizes photography or recording in clinical areas without VSP's prior approval and on-site coordination.
- Additional terms requested by a school or host do not amend VSP's agreements unless VSP expressly accepts them in a writing signed by an authorized VSP representative. If documents conflict, VSP may require an order-of-precedence clause or may decline the event.

- Late, incomplete, or nonnegotiable documents may prevent VSP from approving or holding the event on the requested date. Build the school or host approval period into the event timeline.

What VSP Generally Provides

- A VSP Eyes of Hope mobile clinic or, when VSP determines appropriate, a van or portable eye-care setup at the approved location.
- Licensed, appropriately credentialed eye-care professionals and trained support personnel. When an event is requested or facilitated by a doctor, optometric association, or school of optometry, the partner may be required to recruit the doctors needed for the event.
- At no cost to eligible patients, comprehensive eye examinations and prescription eyewear or other materials approved and prescribed on site by the treating VSP doctor.
- Reasonable post-event assistance with distribution of glasses.
- General liability and automobile coverage for the VSP mobile clinic. Treating doctors maintain applicable professional liability coverage.

VSP and its treating clinicians retain responsibility for clinical operations, professional judgment, the scope of services, patient privacy, and the use of the mobile clinic and related equipment.

Partner And Location Responsibilities

The partner and, when different, the location host must be prepared to:

- Provide a safe, accessible, and suitable site for a vehicle approximately 41 feet long, 14 feet high, 13 feet wide, and weighing approximately 52,000 pounds, including adequate maneuvering and parking space and nearby suitable power access.
- Obtain all permits, governmental approvals, facility permissions, parking approvals, and other authorizations required for the event.
- Provide ADA-compliant access to public restrooms and handwashing stations, together with an adequate reception and waiting area. VSP generally requires three to four tables and 15 to 20 chairs.
- Include the mobile clinic, VSP personnel, patients, and volunteers in the site's security and emergency plans, and monitor the vicinity to protect people and property.
- Provide and appropriately vet any interpreters needed for the event, including required background checks when interpreters may be present during examinations.
- Screen partner-provided volunteers, including criminal-history and sex-offender-registry checks as appropriate; supervise and accept responsibility for their conduct; and require them to protect confidential information and patient privacy.
- Promptly notify VSP of known communicable-illness exposure, safety threats, facility issues, or other conditions that could affect the event.
- Manage patient appointments.
- Cooperate with VSP on patient intake, crowd flow, eyewear distribution, and other event logistics.

Patient Eligibility And Participation

Services are intended for individuals who meet all of the following criteria:

- Household income at or below 200 percent of the applicable Federal Poverty Guidelines.
- No vision insurance or government program that covers similar services.
- No services received through VSP Eyes of Hope during the previous 12 months.

Every patient (or legal guardian of minors) must complete the VSP Eyes of Hope patient packet and any required consent, authorization, or intake forms before receiving services. VSP may determine eligibility and the services or materials available through the Program.

Lost, stolen, or broken glasses are not covered and cannot be replaced through the Program. For glasses shipped after an event, VSP will provide tracking information. Once delivery is confirmed, the receiving partner or location is responsible for secure receipt, storage, and distribution. Gift certificates, if provided, are limited to one per eligible individual in a 12-month period.

Patient Privacy and Confidentiality

- VSP handles patient health information in accordance with applicable privacy law and the VSP Eyes of Hope Mobile Clinics Program Notice of Privacy Practices.
- The partner, location host, interpreters, and volunteers may access only the minimum patient information needed for their assigned role and must not photograph, copy, discuss, post, retain, or disclose patient information except as authorized by VSP and permitted by law.
- Patient records are not event-partner records. Requests for access, copies, corrections, restrictions, confidential communications, or disclosure information must be directed through VSP's designated process.
- A suspected privacy or security incident must be reported to the VSP event contact immediately.

Communications, Branding, Media, and Photography

Routine logistical communications may state the approved date, time, location, eligibility, registration, transportation, scheduling, safety, and school-operation details without case-by-case approval if they use VSP-provided or previously approved facts and materials without material alteration.

- Routine communications must not include patient information, clinical results, identifiable patient images, recordings, or testimonials, and must not imply VSP endorsement of the partner, a third party, a product, a political candidate, or an initiative.
- Consult VSP before any press outreach, broadcast, promotional campaign, external social-media content, or other outward-facing media activity. Submit materials requiring review at least three business days before intended release.
- Use only VSP-approved names, logos, descriptions, and materials. No co-branding, combined marks, taglines, endorsement language, equipment branding, or other use of VSP intellectual property is permitted without VSP's prior written approval.
- Photography, filming, audio recording, interviews, testimonials, media personnel, VIPs, and elected officials require advance VSP approval and coordination. No photography, recording, or interviews may occur in a clinical area without VSP's prior approval and coordination with VSP's designated on-site representative.
- All required patient or participant consents and releases must be obtained before approved photography, recording, or publication. Media and visitors must follow the zones, escorts, and other safeguards designated by VSP.

Safety, Changes, Cancellation, and Uncontrollable Events

- VSP may substitute portable equipment or another mobile setup, revise the service model, or adjust event logistics when necessary.
- VSP may suspend services, cancel an event, or end the relationship if required responsibilities are not met; conditions threaten health, safety, security, welfare, privacy, or property; or legal, regulatory, operational, disaster, public-health, transportation, utility, supply-chain, weather,

or mechanical circumstances materially affect performance.

- Events may be delayed, changed, or canceled because of circumstances beyond VSP's reasonable control. When feasible, VSP may consider rescheduling, portable services, or eligible gift certificates, but availability and the appropriate alternative remain within VSP's discretion.
- Each organization should avoid nonrefundable commitments. Unless the signed agreement states otherwise, each party bears its own event-preparation costs if an event cannot proceed.

Legal and Risk Requirements

- The parties act as independent contractors. A partner or host may not bind VSP, make warranties or commitments for VSP, or represent itself as VSP's agent.
- The signed agreements will address confidentiality, responsibility for each party's acts and omissions, indemnification, limits on certain damages, dispute resolution, governing law, notices, termination, and other legal terms.
- The partner and location host must maintain any insurance required by the final agreements or reasonably requested for the event and provide evidence of coverage when requested.
- Only a written agreement signed by authorized representatives may change the parties' obligations. Statements by volunteers, event staff, or other personnel do not amend the signed agreements.

Before Submitting A Request

Confirm that your organization can answer **yes** to each item below:

- We have authority to request and host the event and can sign VSP's required agreements.
- We can provide a safe, accessible site, required facilities, power access, security, permits, interpreters, and screened volunteers.
- We understand and can support the patient eligibility, appointments, intake, privacy, and eyewear-distribution requirements.
- We will follow VSP's communications, branding, photography, media, and clinical-area restrictions.
- We have disclosed whether a school or host requires an MOU or other form, and we understand that the document must allow reasonable edits and be approved before the event is confirmed.
- We understand that submitting a request does not guarantee approval or reserve a mobile clinic.
- We understand that VSP cannot agree to or accommodate LiveScan or any other form of fingerprinting/biometrics requirements by partner for VSP volunteers, employees, and staff and that VSP conducts its own background checks and authorizations for anyone participating at an Event on behalf of VSP.
- We understand that VSP cannot shift its liability requirements or provide additional insurance coverage beyond what is reasonable and is stated in its agreements.

