

## **Integrity Rehab + Home Health Accessibility Resources**

Integrity Rehab + Home Health complies with applicable civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, religion, national origin, age, sex, sexual orientation, gender, gender identity, pregnancy (including childbirth, lactation, and related medical conditions), uniformed service member status, veteran status, physical and mental disability, genetic information (including characteristics and testing), or other legally protected characteristic.

## **Multi-language Interpreter Services and Alternative Formats**

Integrity Rehab + Home Health provides free aids and services to people with disabilities to communicate effectively with us, such as:

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

Integrity Rehab + Home Health also provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, please contact Integrity Rehab + Home Health's Compliance Officer at 254.699.3933 or [compliance@IntegrityRehab.net](mailto:compliance@IntegrityRehab.net).

## **On Integrity Rehab + Home Health Web Sites**

Integrity Rehab + Home Health is committed to continuously improving our digital experiences to meet or exceed universal design best practices. Our goal is to make our websites accessible to all individual by:

- Designing our content and navigation so it is readable, intuitive and easy to view.
- Ensuring our sites are responsive when using a mouse, keyboard, and/or touch screens.
- Supporting assistive technologies to navigate and access content.
- Ensuring the support of native accessibility features on mobile devices, including smart phones and tablets.

If you are having trouble accessing our website, one of our staff would be happy to assist you. You can reach our communications department at 254.699.3933 extension 112.

## **Complaint Process**

If you believe that Integrity Rehab + Home Health has failed to provide these services or discriminated in another way on the basis of a legally protected characteristic, you can file a grievance with:

Kenneth Hooten, Compliance Officer  
Integrity Rehab + Home Health  
5302 Janelle Drive  
Killeen, TX 76549

Phone: 254.699.3933

Fax: 254.526.8604

Email: [compliance@IntegrityRehab.net](mailto:compliance@IntegrityRehab.net)

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Kenneth Hooten, Integrity Rehab + Home Health's Compliance Officer, 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:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201

Phone: 1.800.368.1019

TTD: 800.537.7697

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