NOTICE INFORMING INDIVIDUALS ABOUT NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS

Integrity Rehab and Home Health comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Integrity Rehab and Home Health do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Integrity Rehab and Home Health:

- Supports and provides (as needed) free aids and services to people with disabilities to communicate effectively with us such as:
    - Speech to text applications
    - Written copies of oral announcements
    - Large-print format of written documents
    - See full Provision of Auxiliary Aids and Services List below.
- Provides free language service to people whose primary language is not English, such as:
    - Qualified interpreters
    - Information written in other languages (requested in advance).

If you believe that Integrity Rehab and Home health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

Integrity Rehab and Home Health Compliance Officer
5302 Janelle Dr., Killeen TX 76549
Phone: (888)899-6410
Fax: (254)526-8604
Compliance@integrityrehab.net

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Compliance Officer is available to help you.

Updated as of 6/01/2026

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 of Civil Rights Complaint Portal or at:
U.S. Department of Health and Human Services
200 Independence AVE, SW
Room 509F, HHH Building
Washington, DC 20201
(800)368-1019, (800)537-7697 (TDD)

Provision of Auxiliary Aids and Services:
Integrity Rehab and Home Health shall support/provide the following services or aids to achieve effective communication with persons with disabilities:

- For Persons Who Are Deaf or Hard of Hearing (non-exhaustive list):
    - Clinic/ Agency Supported: Note-takers; written copies of oral announcements; speech to text applications (i.e. Google Live Transcript); videotext displays; or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing.
    - Patient Provided (if available): videotext displays; telephone handset amplifiers; assistive listening devices; telephones compatible with hearing aids; text telephones (TTY) and other relay services. Caregiver/family member can also assist if the patient prefers.
    - Interpreting Services: For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, this can include in-person, video remote interpreting (VRI), computer-aided transcription services.
        - Integrity Rehab and Home Health are not currently in contract with an interpreter agency and will only be on a case-by-case basis.
    - Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing**:** If patients require use of TTY/TDD or other voice services, instructions can be found at Relay Services.
    - Some people who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided.
      NOTE: Minors and other patients will *not* be used to interpret, in order to ensure confidentiality of information and accurate communication.

- For Persons Who are Blind or Who Have Low Vision

- Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining these forms to persons who are blind or who have low vision. Documents can be in large-print format (at least 18-point font) if requested in advance.
- Integrity Rehab does not keep large print, recorded, Braille, or electronically formatted materials on hand. Large print documents can be provided if requested. Blind and visually impaired patients can use their personal accessible mobile apps/ Braille Translators/ or other devices to improve their accessibility to care. Blind or visually impaired patients can also use a proxy to fill out/ sign any documentation.
- Qualified readers; reformatting into large print; recording of print materials not available in alternate format; or other effective methods that help make visually delivered materials available to individuals who are blind or who have low vision. In addition, staff are available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

- For Persons with Speech Impairments:
  - Writing materials; TDDs; computers; flashcards; alphabet boards; communication boards; and other communication aids can be used (either provided by the patient or clinic as requested).
- For Persons with Manual Impairments:
  - Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed, or by providing one or more of the following:
    - Note-takers; computer-aided transcription services; speaker phones (patient provided); or other effective methods that help ensure effective communication by individuals with manual impairments.
- For Patients or caregivers with service animals:
  - A service animal is any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals.
  - To determine if an animal is a service animal, a public entity or a private business may ask two questions:
    - Is this animal required because of a disability?
    - What work or task has this animal been trained to perform?
    - These questions may not be asked if the need for the service animal is obvious (e.g., the dog is guiding an individual who is blind or is pulling a person's wheelchair).