

## Gentiva accessibility resources

Gentiva complies with applicable civil rights laws and does not discriminate 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. Gentiva does not exclude people or treat them differently because 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**

To assist individuals with disabilities in communicating effectively with us, Gentiva provides free aids and services to our patients and their families, our team members, and individuals inquiring about Gentiva services, such as:

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

Gentiva 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:

Gentiva Compliance Department  
3350 Riverwood Parkway, Suite 1400  
Atlanta, GA 30339  
Phone: 800.359.7412  
Fax: 913.814.5866  
Email: [compliancehelp@gentivahs.com](mailto:compliancehelp@gentivahs.com)

### **On Gentiva Web Sites**

Gentiva 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 websites, one of our registered nurses can assist you. You can reach them at 1.888.GENTIVA (1.888.436.8482)

Gentiva's efforts to improve digital usability and accessibility are guided by the relevant portions of the Web Content Accessibility Guidelines 2.0, Level AA and other existing recommendations.

## **Complaint Process**

If you believe that Gentiva 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:

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Atlanta, GA 30339  
Phone: 800.359.7412  
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Email: [compliancehelp@gentivahs.com](mailto:compliancehelp@gentivahs.com)

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, contact our Compliance department using the phone numbers listed above.

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>