

## Kindred at Home accessibility resources

Kindred at Home (“KAH”) 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. KAH 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, KAH provides free aids and services to our patients and their families, our team members, and individuals inquiring about KAH services, such as:

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

KAH 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:

Kindred at Home Compliance Department

3350 Riverwood Parkway, Suite 1400

Atlanta, GA 30339

Phone: 770.951.6285

Fax: 913.814.5866

Email: [KAHcompliance@kindred.com](mailto:KAHcompliance@kindred.com)

Find out [more information on translation services in other languages.](#)

### On KAH Web Sites

KAH 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 1.866.546.3733.

KAH'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 KAH 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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3350 Riverwood Parkway, Suite 1400

Atlanta, GA 30339

Phone: 770.951.6285

Fax: 913.814.5866

Email: [KAHcompliance@kindred.com](mailto:KAHcompliance@kindred.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>