



# NOTICE OF NON-DISCRIMINATION

This service location complies with civil rights laws and does not exclude, deny benefits to, or otherwise discriminate or permit discrimination, including, but not limited to, bullying, abuse, or harassment, against any person (i.e. patients, employees, or visitors) or based on any person's association with another individual, based on actual or perceived race, color, religion, national origin, gender, gender expression, gender identity, sexual orientation, HIV status, age, disability, marital status, pregnancy, ancestry, genetic information, amnesty or veteran status. This prohibition applies in admission to, participation in, or receipt of the services and benefits under any of our programs and activities whether carried out by the location directly, or through a contractor or any other entity with which the location arranges to carry out its programs or activities.

- Patients and residents have a right to appropriate auxiliary aids and services **free of charge**.
- Service locations will take appropriate steps to ensure that persons who have disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments have an equal opportunity to participate in our services, activities, programs, and other benefits.
- Examples of auxiliary aids and services include, but are not limited to:
  - Qualified language interpreters, including sign language;
  - Telephone devices such as handset amplifiers, assistive listening devices or systems, and videotext displays;
  - Communication devices such as writing materials, iPads, flashcards, and communication boards

If you need these services, or believe that a service location has failed to provide these services or has engaged in discrimination, or if you need help filing a grievance, you may contact the Civil Rights Coordinator who is available to help you:

## Administrator, Rehab Agency Administrator or Group Practice Director of Rehab

ReachOut Line 800-832-4997  
Compliance@newgenhc.com

For patients/residents of California: You may file a complaint with the Office of the State Long-Term Care Ombudsman at <https://www.aging.ca.gov/programs/lcop/Contacts/> or at 1-800-231-4024 if you believe that you have experienced this kind of discrimination.

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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD).

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

<b>English</b>	ATTENTION: If you speak English, language assistance services including American Sign Language (ASL), free of charge, are available to you. Call 1-888-695-3291. To connect with Genesis resources for the hearing and speech impaired contact Telecommunications Relay Services (TRS) using your state TRS phone number.
العربية (Arabic)	تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بالرقم 1-888-695-3291
Հայերեն (Armenian)	Ուշադրություն: Եթե խոսում եք հայերեն, սպա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Չանգահարեք 1-888-695-3291
繁體中文 (Chinese)	請注意：如果您說中文，可使用我們免費提供的語言服務。請致電 1-888-695-3291
فارسی (Farsi)	توجه اگر به زبان فارسی صحبت می کنید، سرویس دستیار زبان به صورت رایگان در اختیارتان قرار می گیرد. با شماره 1-888-695-3291 تماس بگیرید
Français (French)	ATTENTION : si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Appelez le 1 888 695 3291
हिंदी (Hindi)	ध्यान दें: अगर आप हिंदी भाषा बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ नि:शुल्क उपलब्ध होंगी। 1-888-695-3291 पर कॉल करें
Italiano (Italian)	ATTENZIONE: se sei di madre lingua italiana, puoi richiedere un servizio di assistenza linguistica gratuita. Chiama il numero 1-888-695-3291
한국어 (Korean)	주목해 주세요: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. 1-888-695-3291번으로 전화해 주세요
Diné Bizaad (Navajo)	SHOOH: Bilagáana k'ehjí yáníłti'go nááná saad k'ehjí bee áká anída'awo'ígíí hółq doo bąąh ílínígóó éí nich'í' ąą'át'é. Kojí' hółne' 1-888-695-3291
Polski (Polish)	UWAGA: jeśli mówisz po polsku, udostępniamy bezpłatne usługi tłumaczeniowe. Zadzwoń pod nr 1-888-695-3291
Português (Portuguese)	ATENÇÃO: Se você fala português, há serviços gratuitos de assistência para tradução/interpretação à sua disposição. Ligue para 1-888-695-3291
Русский (Russian)	ВНИМАНИЕ! Если ваш родной язык русский, вам могут быть предоставлены бесплатные переводческие услуги. Звоните: 1-888-695-3291
Español (Spanish)	ATENCIÓN: Si habla español, los servicios de asistencia de idioma están disponibles para usted, sin ningún costo para usted. Llame al 1-888-695-3291
Tagalog (Tagalog – Filipino)	PAG-UKULAN NG PANSIN: Kung Tagalog ang wikang ginagamit mo, may mga serbisyong tulong sa wika na magagamit mo nang walang bayad. Tumawag sa 1-888-695-3291
Tiếng Việt (Vietnamese)	CHÚ Ý: Nếu bạn nói tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Vui lòng gọi 1-888-695-3291