



DISABILITY RIGHTS OREGON

THIRD EDITION

Employment Handbook:  
Reasonable Accommodations

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Reasonable Accommodations

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Written 1996

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(Includes adaptations of portions of Advocacy Inc. materials)

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NOTICE: This Handbook contains general information about legal issues and legal rights; however, it is not a substitute for legal advice. For specific information about employment discrimination, contact Disability Rights Oregon or your attorney.

## Purpose of this Handbook

The purpose of this Handbook is to provide general information to job applicants and employees regarding the rights and protections that individuals with disabilities have under Title I of the Americans with Disabilities Act (ADA) (42 U.S.C. § 12101) and Oregon state law (ORS 659A) regarding reasonable accommodations and disability-related employment discrimination.

This edition addresses how the ADA protects qualified people with disabilities from discrimination in employment. It also references state law, when it is different from the federal ADA.

This Handbook is not a substitute for legal advice. Federal and state law can change at any time. Contact Disability Rights Oregon or consult with an attorney in your community if you require further information.



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## What federal laws prohibit employment discrimination?

The Equal Pay Act of 1963 (42 U.S.C. § 2000e) protects men and women who perform substantially equal work in the same establishment from sex-based wage discrimination.

Title VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000e) prohibits employment discrimination based on race, color, religion, sex, or national origin.

The Age Discrimination in Employment Act of 1967 (29 U.S.C. § 621) protects individuals who are 40 years of age or older.

Sections 501 and 505 of the Rehabilitation Act of 1973 (29 U.S.C. § 791, 29 U.S.C. § 794) prohibit discrimination against qualified individuals with disabilities who work in the federal government. Section 503 (29 U.S.C. § 793) provides protections for people with disabilities who work for federal contractors.

Title I and Title V of the Americans with Disabilities Act of 1990 (ADA) (42 U.S.C. § 12101 et seq.) prohibit employment discrimination against qualified individuals with disabilities in the private sector, and in state and local governments.

The Civil Rights Act of 1991 (42 U.S.C. 1981a), among other things, provides monetary damages in cases of intentional employment discrimination.

The Lilly Ledbetter Fair Pay Act of 2009 prohibits compensation discrimination and has a retroactive effective date of May 28, 2007 that applies to all claims of discriminatory compensation pending on or after that date. It amends the Civil Rights Act of 1964 and the Age Discrimination in Employment Act of 1967.

## What is the Americans with Disabilities Act (ADA)?

Congress passed the Americans with Disabilities Act (ADA) in 1990 to protect the civil rights of people with disabilities.

The ADA aims to reduce barriers in employment, public accommodations, public services, transportation, and telecommunications for people with disabilities.

People with disabilities may not have equal opportunity in employment because of physical and societal barriers. Title I of the ADA eliminates barriers to equal opportunity in employment and protects people who can prove they have experienced employment discrimination.

EXAMPLES OF  
PHYSICAL  
BARRIERS

- Workplace access
- Use of equipment
- Communicating by different means

EXAMPLES OF  
SOCIAL  
BARRIERS

- Prejudice
- Fear
- Misconceptions about job performance

Signed into law on September 25, 2008, the ADA Amendments Act of 2008 (ADAAA) provides additional protections effective January 1, 2009.

In amending the ADA, Congress made it clear that the definition of disability should be construed in favor of broad coverage of individuals and generally not require extensive analysis.

## How does Oregon's anti-discrimination law differ from the ADA?

Oregon's anti-discrimination law offers most of the same employment protections as the ADA. Whether federal or state law applies is based upon the number of people a private employer employs. Oregon's law covers private employers with 6 or more employees. The ADA covers private employers with 15 or more employees.

Oregon's law covers employment agencies, labor organizations and all non-federal public corporations and entities, including the state (except the Oregon National Guard). *See p. 13, Is my employer covered by the ADA?*

## Do I have a disability as defined by the ADA?

The term disability has a particular meaning under the ADA. Just because you have a condition commonly considered a disability does not necessarily mean you have a disability under the ADA. Whether you meet the ADA definition of disability is determined by looking at all the facts and circumstances surrounding your impairment and how the impairment limits you. Nor are you automatically considered to have a disability under the ADA if you receive Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI).

It is the effect an impairment has on your ability to do major life activities that determines whether you are protected by the ADA.

## What is the ADA definition of disability?

The ADA definition of disability is:

- A physical or mental impairment that substantially limits one or more major life activities
- A record of such an impairment
- Being perceived by your employer as having a physical or mental impairment

## What is a physical or mental impairment?

Physical or mental impairments include a broad range of illnesses, conditions and disorders.

### EXAMPLES OF PHYSICAL & MENTAL IMPAIRMENTS

- Epilepsy
- HIV infection/AIDS
- Intellectual disability
- Paralysis
- Serious mental illness
- Specific Learning Disability (SLD)
- Substantial hearing/visual impairment

- Traumatic brain injury (TBI)

## What conditions are excluded from ADA protection?

Certain conditions are excluded from ADA protection. The effects of minor, temporary and non-chronic conditions such as pregnancy, a broken limb or a common cold or infection are short-term and therefore they do not substantially limit a major life activity. Current illegal drug use is not protected. However, former drug users who do not currently use drugs or are currently in a drug rehabilitation program are considered individuals with a history of a disability.

## What does substantially limits mean?

In order to meet the ADA definition of disability, your impairment must substantially limit your ability to perform an activity compared to an average person.

However, your impairment need not severely or significantly restrict performance of a major life activity in order to be substantially limiting. Certain impairments like blindness, deafness or Down syndrome and other cognitive disorders are obviously substantially limiting.

If you have a physical or mental impairment that is controlled by mitigation measures such as medication or assistive technology, you are still deemed a person with a disability if, without the mitigation measures, you would have a disability.

### EXAMPLES OF MITIGATION MEASURES

- Hearing aids
- Screen magnifiers
- Seizure medications
- Service animals

If you have an episodic disability that only impairs you sometimes, or a disability that is in remission, you are still considered to have a disability under the ADA if your disability or disease, when active, substantially limits a major life activity.

## What are major life activities?

Major life activities are activities that people do throughout the day. Only one major life activity need be substantially limited.

Examples of major life activities include:

- Seeing
- Hearing
- Speaking
- Walking
- Learning
- Performing manual tasks
- Caring for oneself
- Working
- Breathing
- Eating
- Sleeping
- Standing
- Lifting
- Bending
- Reading
- Concentrating
- Thinking
- Communicating

Major life activities also include the operation of a major bodily function.

### EXAMPLES OF MAJOR BODILY FUNCTIONS

- Immune system
- Normal cell growth
- Digestive system
- Bowel & bladder function
- Neurological system
- Respiration
- Circulatory system
- Endocrine system
- Reproductive system

## Am I a qualified individual under the ADA?

In addition to having a disability, to be protected by the ADA you must be qualified and able to perform the essential functions of the job either with or without reasonable accommodation.

The fact that you need an accommodation does not necessarily mean that you cannot perform the essential functions of the job. You do need to meet the minimum qualifications for the job. This includes education, experience, skills, licenses, or credentials.

## What are the essential functions of a job?

The essential functions, or duties, of a job are the most important functions of a job. They cannot be redesigned, transferred to another employee, or eliminated from the job description.

To determine what an essential job function is, it is important to look at the written job description, duties other employees in the same or similar positions perform, and/or the terms of any collective bargaining agreement.

There are many reasons why a job duty could be considered essential. What follows are a few examples to illustrate what an essential job function means.

The position exists to perform a particular set of duties – removing one would fundamentally change the position.

Example: Answering the telephone, assisting callers, routing calls, and taking messages are essential job functions of a receptionist.

A limited number of employees are available to perform this duty.

Example: There are only three other employees who can do this job and they cannot complete their duties and yours as well.

The position requires training or expertise.

Example: All registered nurses (RNs) must be licensed. In order

to be licensed, an RN must graduate from an approved nursing program and pass a national licensing exam.

## What is a reasonable accommodation?

A reasonable accommodation is any modification or adjustment to a job, or to the work environment, that will enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions.

Reasonable accommodations may also include adjustments to assure that a qualified individual with a disability has rights and privileges in employment equal to those of employees without disabilities.

## Do I have to ask for an accommodation?

Yes, you usually have to ask for one. There are exceptions, however. Your employer may have a duty to ask about your need for accommodations if your employer knows you have a disability that makes it hard for you to ask for an accommodation yourself.

For example, if you have had a traumatic brain injury (TBI), you may have short-term memory issues that could interfere with you requesting an accommodation.

## How do I request a reasonable accommodation?

The best way to ask for an accommodation is to write a letter explaining your disability and how it impacts your ability to do your job, and to also propose modifications that would enable you to perform the essential functions of your job. Unless your disability is obvious – for example, you are blind or use a wheelchair – you should attach a letter from your doctor or other medical professional confirming your disability and why you need the accommodation. *See p. 17, Model Letter: Reasonable accommodation request.*

Although there are no specific words that have to be used in your request, using the term “reasonable accommodation” can help. A verbal request may be sufficient, but it is strongly recommended to put it in writing. You do not need to complete any special forms, although you may want to use your employer’s form (if there is one).

A family member, friend, health professional, or other representative may request a reasonable accommodation for you if you cannot do so for yourself. The request should be made to your supervisor or to your company’s personnel or human resources department.

The first step is for you to ask for a reasonable accommodation. Once you have requested a reasonable accommodation under both federal and state law your employer is obligated to engage in the interactive process with you.

## What is the interactive process?

The interactive process means that both you and your employer are involved in finding and deciding on the most effective accommodation for you to do your job. This involves open communication between you and your employer about the particular issues you are experiencing that relate to your disability, how it affects your job performance, and what reasonable accommodation best solves your issue.

As the person with the disability, you are usually the best source of information on how to adapt your workspace and your essential job functions through accommodations to deal with your functional limitations.

The process may require a number of meetings and prolonged negotiation. Put all of your meeting and reasonable accommodation requests in writing and ask for written responses to your requests. Also, keep detailed notes of what is discussed at all meetings in case a discrepancy arises later on in the process.

However, it is important to know that it is your employer who decides which option is ultimately implemented, not you, as long as the accommodation is reasonable.

Once an accommodation is chosen, if you try it and it does not solve your issue, let your employer know immediately. Explain why it is not working for you. You may need to provide additional documentation from a professional explaining why the accommodation is not sufficient as well as provide examples of solutions that would address your needs.

## What are some examples of accommodations?

Whether you are a job applicant or an employee, you might find the following examples useful in thinking about the best reasonable accommodation to address your individual issue.

## VISION IMPAIRMENT OR BLINDNESS

- An application form in an alternate format such as large print
- Screen reading software

## PHYSICAL DISABILITY

- Modification of a workspace or restroom
- An alternative input device such as a switch or joystick

## MENTAL DISABILITY

- A quiet workspace to reduce distractions
- Daily to-do lists

## HEARING IMPAIRMENT OR DEAFNESS

- A TTY or video relay system for telephone use
- A sign language interpreter at staff meetings

## INTELLECTUAL OR COGNITIVE DISABILITY

- A watch with an alarm for going on and returning from breaks
- Supplementing text descriptions of job duties with pictures

Other examples of reasonable accommodation include job restructuring, a modified work schedule, assistive technology, or modifying an exam. Reasonable accommodation also may include reassigning you to a vacant position for which you are qualified, if you are unable to do your original job because of your disability.

Employers are usually not required to lower quality or quantity standards as an accommodation; nor are they obligated to provide personal use items such as glasses or hearing aids.

In order to decide which accommodation is the appropriate one, an

employer must base its decision on the particular facts of each case. Any reasonable accommodation must be effective. That means the accommodation must give you the chance to achieve the same level of performance, and to enjoy similar benefits, as an average person without a disability in the same situation.

If you need help figuring out what accommodation might be appropriate, you or your employer can contact the Job Accommodation Network (JAN). *See Resources, p. 19.*

## Are there limits on accommodations?

An employer is required to provide a reasonable accommodation to you as a qualified applicant or employee with a disability unless the employer can show that the accommodation modifies or eliminates an essential function of the job or would be an undue hardship.

## What is an undue hardship?

Undue hardship means something that requires significant difficulty or expense, when compared to a number of factors.

These factors include the nature and cost of the accommodation in relation to the size, resources, nature, and structure of an employer's operation.

Undue hardship is determined on a case-by-case basis. If the office making the accommodation is part of a larger organization, the structure and overall resources of the larger organization would be considered, as well as the financial and administrative relationship of the office to the larger organization. In general, a larger employer with greater resources would be expected to make accommodations requiring greater effort or expense than would be required of a smaller employer with fewer resources.

If a particular accommodation you suggest would be an undue hardship, your employer must try to identify another accommodation that would not be an undue hardship. Also, if the cost of an accommodation would impose an undue hardship on your employer, you should be given the option of paying some of the costs or getting the accommodation from another source. However, employers cannot require applicants or employees to pay for an accommodation or accept a lower salary because of an accommodation.

## Does my employer have to renovate a building or office to make it accessible for me?

Maybe. An employer must make sure that you can participate in the application process, and that you can do the job. That may mean making changes so that you can get into a building or work site. It may also mean making sure that you can get to the equipment you need, and to the other facilities used by employees.

For example, if the employee lounge is located in a place that you cannot get to because you use a wheelchair, the lounge might need to be modified or relocated. Employers must provide comparable access unless it would cause an undue hardship. *See p. 10, What is an undue hardship?*

## Can I bring my service animal to work?

Allowing you to bring your service animal into your workplace is a form of reasonable accommodation. As with any accommodation request, your employer must consider allowing you to use your service animal at work unless doing so poses an undue hardship or could disrupt the workplace.

Your employer may require documentation that your service animal is fully trained, is needed to address your functional limitations resulting from your physical or mental disability, and capable of functioning in the work environment. This documentation does not need to be from a medical professional.

## Can I take time off work as a reasonable accommodation?

Maybe. Reasonable accommodations may include getting flexible leave, or getting additional unpaid leave even if you have used all of your paid leave. However, your employer does not have to give you unlimited or indefinite leave, so it is important to tell your employer when you expect to return to work.

You may also be eligible to take time off work under federal or state family and medical leave laws – which usually protect your job. See our publication [FAQ: Family & Medical Leave](#) for more details.

## How does the ADA affect the hiring process?

Finding a job can be a stressful experience under the best of circumstances. When you have a disability it can be even more challenging. The ADA divides the hiring process into two distinct stages: the pre-offer and post-offer.

Before a conditional offer of employment is made, employers may not make any disability-related inquiries. Likewise, applicants may not be required to take any medical exams.

## What questions can an employer ask me during the pre-offer stage of the hiring process?

Employers may not ask disability-related questions before you have been given a conditional offer of employment. A disability-related question is one that will likely cause you to reveal information regarding your disability.

Employers cannot ask you as a job applicant about the nature or severity of your disability, although employers can ask you if you can perform the duties of the job either with or without reasonable accommodation.

An employer cannot require a medical examination before offering you a job. Even if your disability is obvious, such as a missing limb, that by no means makes you unhealthier than someone who has all of their limbs. Generally, most people with disabilities are just as healthy as people who do not have disabilities.

## What questions can an employer ask me during the post-offer stage of the hiring process?

An employer can condition a job offer on you passing a required medical examination if all employees for that job classification have to be examined.

Employers may not withdraw the conditional offer on the basis of your disability, unless doing so is job-related and consistent with business necessity.

Once you have been hired and have started work, your employer cannot require a medical examination or ask questions about your disability unless such questions are related to the job and necessary for business. However, an employer can request documentation from a doctor or rehabilitation counselor when you request a reasonable accommodation.

Finally, your employer may conduct voluntary medical examinations as part of an employee health program, and may provide medical information required by state workers' compensation laws to local and state agencies.

### Is my employer covered by the ADA?

Title I of the federal ADA applies to private employers with 15 or more employees and includes employment agencies and labor unions. Businesses do not need to have more than 15 employees at each site – the total number of employees at all work sites must be 15 or more. State law covers employers with 6 or more employees.

The ADA also prohibits discrimination in employment by state and local governmental agencies, departments and entities such as public schools and universities, police and fire departments, and museums. If you are a state or local government employee and believe you have been discriminated against, consult an attorney immediately about filing a tort claim notice against your employer. Strict time limits apply.

Federal government employees are covered by the Rehabilitation Act of 1973, not the ADA. The ADA does not apply to the federal government (except the U.S. Senate) or Indian Tribes. To protect your claim, you must contact your agency's equal employment opportunity counselor within 45 days of the alleged discriminatory act.

The US Supreme Court ruled that an employee may not bring a claim for money damages (front or back pay, compensatory damages or punitive damages) against the state (state agencies, departments or offices) under federal law.

However, it may still be possible to bring a claim under federal law against the department head of a state agency, in his or her official capacity, seeking a reasonable accommodation or reinstatement. If you are a state employee, you may also have a cause of action for damages under state law.

## Is my employer discriminating on the basis of disability?

The ADA prohibits job discrimination against qualified individuals with disabilities in many areas, including:

- Recruitment, application procedures & hiring
- Testing, training, medical examinations, promotion & disciplinary actions
- Benefits, compensation & termination
- Other terms, conditions & privileges of employment

Volunteers are not protected by the ADA's employment provisions.

Examples of discrimination faced by applicants and employees with disabilities include:

- Using selection criteria that screens out people with disabilities, unless the criteria are job-related & necessary for business
- Refusing to provide an accommodation for a known physical or mental limitation of a qualified applicant or employee, unless doing so would pose an undue hardship
- Firing an employee because of his or her disability
- Limiting, segregating or classifying an employee in a way that adversely affects his or her employment opportunities because of his or her disability
- Participating in a contractual or other relationship that subjects a qualified applicant or employee with a disability to discrimination

The ADA does not require an employer to hire an applicant with a disability over other applicants – the ADA prohibits discrimination only on the basis of disability. An employer may not refuse to hire you because of your disability or because a reasonable accommodation is required for you to perform the essential job functions.

An employer may refuse to hire or may fire you if you pose a direct threat (a significant risk of substantial harm) to the health and safety of yourself or others.

The determination of direct threat must be based on factual evidence regarding your ability to perform essential portions of the job. An employer cannot refuse to hire you because of slightly increased risk or because of fears that there might be significant risk sometime in the future.

Employers must also consider whether a risk can be eliminated or reduced to an acceptable level with a reasonable accommodation. *See p. 7, What is a reasonable accommodation?*

## Does the ADA protect me if I do not have a disability?

Yes. The ADA protects individuals without disabilities in four situations:

1. You are qualified and have a history of a disability or impairment.
2. You are qualified and your employer believes you have an impairment though you do not actually have a disability.
3. You have a known relationship or association with an individual with a disability.
4. You have opposed an act or practice of your employer that violates the ADA, made a charge of discrimination under the ADA, or testified, assisted or participated in an investigation, proceeding or hearing under the ADA.

While you are protected even if you do not have a disability, you are not entitled to a reasonable accommodation.

## What can I do if I believe I have been discriminated against?

If you think you have been subjected to employment discrimination based on a disability, seek professional legal assistance promptly.

To get the protection of the federal ADA, you must file an administrative complaint within 300 days of the discriminatory conduct. Complaints should be filed with the Oregon Bureau of Labor & Industries (BOLI). *See p. 20, Resources.*

Request that your complaint be cross-filed with the US Equal Employment Opportunity Commission (EEOC). *See p. 21, Resources.*

You can also choose to file your complaint directly with the EEOC instead of BOLI. If you do not have a claim under state law, you must file your complaint with the EEOC within 180 days. Otherwise, you must file within 300 days.

After conducting an investigation of your case and making a finding as to whether discrimination occurred, the EEOC or BOLI will issue a right-to-sue letter. After receiving the right-to-sue letter, you have 90 days to file a civil lawsuit. If you choose to file a claim in court under state law only, you are not required to file an administrative complaint but you must file a lawsuit within one year of the discrimination.

## Model Letter: Reasonable accommodation request

[Your Name]  
[Your Address]  
[Your City, State, Zip Code]  
[Date of the letter]

[Employer Name]  
Department of [Human Resources/Personnel]  
[Employer Address]  
[Employer City, State, Zip Code]

Re: Request for reasonable accommodation

Dear [Employer Name or Position]:

I am a person with a [mental or physical] disability which substantially impairs my ability to [name one major life activity]. I am enclosing a letter from my [your medical professional (physician/psychiatrist/nurse practitioner)] confirming my disability and the effect it has on my ability to [previously named major life activity].

I am employed as a [your position] at the [store name or office location]. My disability makes it difficult for me to [state the problem – examples include standing for long periods of time, desk access due to physical barriers, irregular work shifts, understanding what is said at meetings].

The Americans with Disabilities Act requires an employer to provide reasonable accommodations to employees with disabilities. A reasonable accommodation is any modification or adjustment to a job, or to the work environment, that will allow a qualified individual with a disability to perform the essential functions of the job.

I am requesting, as a reasonable accommodation for my disability, that you [explain the accommodation(s) it is that you are seeking].

I look forward to talking with you about my reasonable accommodation request and ways that my disability can be effectively accommodated so that I can continue to perform the essential functions of my job. Please respond to me in writing within 10 business days.

Thank you for your consideration and I look forward to receiving your reply.

Sincerely,

[Your Signature]  
[Your Name]



## Resources

### **Access Technologies, Inc. (ATI)**

Oregon's statewide Assistive Technology Program, ATI specializes in ergonomic risk assessments, assistive technology evaluations, technology training services, and the Oregon Technology Access for Life Needs Project (TALN).

3070 Lancaster Drive NE | Salem, OR 97305

Voice/TTY: 503-361-1201 or 1-800-677-7512 | Fax: 503-370-4530

PSU | Branford Price Millar Library | 951 SW Hall | Portland, OR 97207

Voice/TTY: 503-725-8395 | Fax: 503-725-6397

E-mail: [info@accesstechnologiesinc.org](mailto:info@accesstechnologiesinc.org)

Website: [www.accesstechnologiesinc.org](http://www.accesstechnologiesinc.org)

### **DBTAC (Disability and Business Technical Assistance Center) Northwest**

DBTAC Northwest was established by Congress to serve business, state and local governments and people working together to meet the challenges of disability and its impact on society. DBTAC's call center provides free consultation to questions regarding compliance with the ADA, and how to effectively respond to the formula-driven process of accommodating the human condition in employment, accessibility, transportation, and access in the information age.

c/o The Center for Continuing Education in Rehabilitation

6912 220<sup>th</sup> Street SW, Suite 105 | Mountlake Terrace, WA 98043

Voice: 425-248-2480 or 1-800-949-4232 | TTY: 1-800-949-4232 | Fax: 425-774-9303

E-mail: [dbtacnw@wwu.edu](mailto:dbtacnw@wwu.edu) | Website: [www.dbtacnorthwest.org](http://www.dbtacnorthwest.org)

### **Disability Rights Oregon (DRO)**

DRO empowers individuals with information and tools for successful self-advocacy, provides legal representation and promotes policies that benefit all Oregonians with disabilities.

620 SW Fifth Avenue, Suite 500 | Portland, OR 97204

Voice: 503-243-2081 or 1-800-452-1694 | TTY: 503-323-9161 or 1-800-556-5351

Fax: 503-243-1738

E-mail: [welcome@disabilityrightsoregon.org](mailto:welcome@disabilityrightsoregon.org)

Website: [www.disabilityrightsoregon.org](http://www.disabilityrightsoregon.org)

### **Job Accommodation Network (JAN)**

JAN is a free consulting service designed to increase the employability of people with disabilities by providing individualized worksite accommodations solutions, technical assistance regarding the ADA and other disability-related legislation, and educating callers about self-employment options.

PO Box 6080 | Morgantown, WV 26506

Voice: 1-800-526-7234 or 1-800-ADA-WORK | TTY: 1-877-781-9403

Fax: 304-293-5407

Website: [www.jan.wvu.edu](http://www.jan.wvu.edu)

### **Mobility Unlimited**

Mobility Unlimited exists to provide a "hand-up" to employment success for physically disabled adults. Mobility Unlimited breaks down the financial obstacles to gaining mobility, thus opening the doors to career success.

1214 Stowe Avenue | Medford, OR 97501

Voice: 1-877-516-0605 or 541-618-9468 | Fax: 541-864-1467

E-mail: [exdir@mobilityunlimited.org](mailto:exdir@mobilityunlimited.org) | Website: [www.mobilityunlimited.org](http://www.mobilityunlimited.org)

### **Oregon Bureau of Labor and Industries (BOLI)**

BOLI promotes the development of a highly-skilled, competitive workforce in Oregon, protects the rights of workers and citizens to equal, non-discriminatory treatment, encourages and enforces compliance with state laws relating to wages, hours, terms and conditions of employment, and advocates for policies that balance the demands of the workplace and employers with the protections of workers and their families. Oregonians who feel they have been discriminated against or who have not received their proper wages can contact BOLI for information and for help filing a complaint. BOLI has five regional offices.

800 NE Oregon Street, Suite 1045 | Portland, OR 97232

Voice: 971-673-0761 | TTY: 971-673-0766 | Fax: 971-673-0762

E-mail: [boli.mail@state.or.us](mailto:boli.mail@state.or.us) | Website: [www.oregon.gov/BOLI](http://www.oregon.gov/BOLI)

### **Oregon Commission for the Blind (OCB)**

OCB is a resource for visually impaired Oregonians, their families, friends, and employers. OCB assists blind Oregonians in making informed choices and decisions to achieve full inclusion and integration in society through employment, independent living and social self-sufficiency.

535 SE 12<sup>th</sup> Avenue | Portland, OR 97214

Voice: 971-673-1588 or 1-888-202-5463 | TTY: 971-673-1577 | Fax: 971-673-1570

E-mail: [ocb.mail@state.or.us](mailto:ocb.mail@state.or.us) | Website: [www.oregon.gov/Blind](http://www.oregon.gov/Blind)

### **Oregon Department of Human Services, Office of Vocational Rehabilitation Services (OVRs)**

OVRs provides employment evaluations, training and other work-related services to eligible persons with disabilities. Check your phone book under state listings or the OVRs website for your local branch office – OVRs has 50 offices statewide.

500 Summer Street NE E-87 | Salem, OR 97301

Tel: 503-945-5880 or 1-877-277-0513 | TTY: 1-866-801-0130 | Fax: 503-947-5010

E-mail: [vr.info@state.or.us](mailto:vr.info@state.or.us) | Website: [www.oregon.gov/DHS/vr](http://www.oregon.gov/DHS/vr)

### **Oregon Law Center (OLC) / Legal Aid Services of Oregon (LASO)**

Provide representation on civil cases to low-income clients throughout Oregon.

OLC website: [www.oregonlawcenter.org](http://www.oregonlawcenter.org)

LASO website: [www.lawhelp.org/program/694](http://www.lawhelp.org/program/694)

### **Oregon State Bar – Lawyer Referral Service**

OSB's Lawyer Referral Service refers clients to member attorneys based on location, area of law, and special services offered.

Tel: 503-684-3763 or 1-800-452-7636 | Fax: 503-684-1366

Website: [www.osbar.org](http://www.osbar.org)

### **Oregon Technology Access Program (OTAP)**

OTAP offers statewide services for individuals from birth to 21, including information, training, technical assistance referral and a used equipment marketplace.

1871 NE Stephens | Roseburg, OR 97470

Voice: 541-440-4791 | Fax: 541-957-4808

Website: [www.otap-oregon.org](http://www.otap-oregon.org)

### **Oregon's Centers for Independent Living (CILs)**

CILs are private, nonprofits that provide services to maximize both the independence of individuals with disabilities, and accessibility of the communities they live in. CILs are funded in part by the Department of Education, Rehabilitation Services Administration, and Independent Living Branch to provide advocacy, independent living skills training, information and referral, and peer counseling and other services. There are 10 CILs statewide.

Website: [www.ilru.org](http://www.ilru.org)

### **US Equal Employment Opportunity Commission (EEOC)**

The EEOC enforces all federal equal employment opportunity laws and oversees and coordinates all federal equal employment opportunity regulations, practices and policies.

Federal Office Building | 909 First Avenue, Suite 400 | Seattle, WA 98104

Voice: 1-800-669-4000 | TTY: 1-800-669-6820 | Fax: 206-220-6911

Website: [www.eeoc.gov](http://www.eeoc.gov)







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