

# **ADA in Employment Resource List and Guide**

These organizations listed here have varied experience with disabilities issues in employment. Some of them can provide training and referrals on most topics related to employment of people with disabilities. We hope ADA coordinators can familiarize themselves with these organizations and learn more about what they can do for their agencies should a need to accommodate or to train arise. ADA Accommodation in Employment policy custodians will update the list periodically to make sure it is up to date.

## **1. DBTAC Northwest**

### **ADA Information Center**

(800) 949-4232

[www.dbtacnorthwest.org](http://www.dbtacnorthwest.org)

The Disability Business Technical Assistance Center Northwest, ADA Information Center (DBTAC NW ADA Information Center) provides expert technical assistance, training, and dissemination of information regarding the Americans with Disabilities Act. The DBTAC Northwest ADA Information Center is the federally designated Disability Business Technical Assistance Center (DBTAC) serving Oregon, Washington, Idaho, and Alaska. Find other regional DBTACs at [www.adata.org](http://www.adata.org) or by calling 1-800-949-4232 (voice/TTY).

## **2. Oregon Disabilities Commission (ODC)**

1-800-282-8096 (TTY))

(503) 945-5811 (voice, Salem)

<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/ADVISORY/ODC/>

The Oregon Disabilities Commission provides information, referrals, and programs for Oregonians with disabilities and employers interested in disability issues. Services and programs include ODC Disability Technical Assistance Center (ADA information), referral services for people who are deaf or hard of hearing, and the Client Assistance Program, which answers questions and works with employees and employers to attain success for people with disabilities in the workplace.

## **3. Office of Vocational Rehabilitation Services (OVRS)**

Administration: 877-277-0513 (Toll Free),

(503) 945-5880 (Voice)

[www.oregon.gov/DHS/vr/](http://www.oregon.gov/DHS/vr/)

The Oregon Office of Vocational Rehabilitation Services (ORVS) is a program within the Department of Human Services. Its mission is to assist Oregonians with disabilities to achieve and maintain employment and independence. ORVS assists employers in recruiting, hiring, and retaining workers who have disabilities. See the section on “Vocational Rehabilitation” in the *FlexAbilityToolkit* for a list of local VR offices.

**4. IBM Accessibility Center**

[www.ibm.com/able](http://www.ibm.com/able)

News and information on accessibility, products, and other topics.

**5. National Organization on Disability**

(202) 293-5960

[www.nod.org](http://www.nod.org)

The National Organization on Disability (N.O.D.) represents the interests of the 54 million Americans who are people with disabilities. N.O.D. works with business leaders, corporations, associations, and schools to improve work opportunities for Americans with disabilities. Recognizing that it makes good business sense to include people with disabilities, N.O.D. also helps employers explore disability as a workplace diversity issue and disability-related marketing. Through the CEO Council, CEOs and corporations commit to increasing the employment of people with disabilities several times a year via full-page *BusinessWeek* ads.

**6. Northwest ADA Center**

(800) 949-4232 (voice and TTY)

<https://dbtacnorthwest.org/>

The Northwest Americans with Disabilities Act Center (Northwest ADA & IT Center) provides technical assistance, training, and dissemination of information regarding the Americans with Disabilities Act and accessible information technology.

**7. Office of Disability Employment Policy (ODEP)**

1-866-633-7365 (voice) 1-877-889-5627 (TTY)

[www.dol.gov/odep](http://www.dol.gov/odep)

ODEP is an agency within the U.S. Department of Labor that provides national leadership to increase employment opportunities for adults and youths with disabilities while striving to eliminate barriers to employment. ODEP provides policy analysis, technical assistance, development of innovative practices and strategies, and education and outreach to employers, employees, and the disability community. Related to these efforts, ODEP also conducts a variety of employment-related programs and initiatives. A list of ODEP fact sheets regarding employment of people with disabilities can be found at [www.dol.gov/odep/pubs/publicat.htm](http://www.dol.gov/odep/pubs/publicat.htm).

**8. Aging & Disability Resource Connection**

<https://www.adrcforegon.org>

Databank of Oregon human service agencies and organizations organized by county.

**9. Oregon Deaf and Hard of Hearing Services**

[www.odc.state.or.us](http://www.odc.state.or.us)

The Oregon Deaf and Hard of Hearing Services (ODHHS) program provides information and referral source on deafness and hearing loss issues; training on deaf awareness and sensitivity, and how to communicate with those with hearing loss; Americans with Disabilities Act compliance and effective communications coordination.

Email: [odhhs.info@state.or.us](mailto:odhhs.info@state.or.us)

Phone: 503-947-5183

Fax: 503-947-5184

**10. Society of Human Resource Management (SHRM)**

[www.shrm.org/diversity](http://www.shrm.org/diversity)

The SHRM web site provides information about the components of diversity initiatives.

**11. U.S. Department of Labor (DOL)**

866-4-USA-DOL (866-487-2365)

[www.dol.gov](http://www.dol.gov) and

[www.dol.gov/dol/audience/aud-employers.htm](http://www.dol.gov/dol/audience/aud-employers.htm) (U.S. DOL employer's home page)

The DOL provides a wide range of information and services to employers. The ODL Office of Disability Employment (see ODEP) provides information specific to employing people with disabilities.

**12. Oregon Bureau of Labor and Industries (BOLI)**

971-673-0761

[www.boli.state.or.us](http://www.boli.state.or.us)

Locations throughout Oregon, please see local listings.

BOLI enforces state laws that prohibit discrimination in employment, housing, and public accommodations; protect workers and children in the workplace; guarantee most Oregon workers job-protected leave when their children are born or a family member is seriously ill; and govern registered apprenticeship programs.

**13. U.S. Department of Justice (DOJ)**

800-514-0301 (voice); 800-514-0383 (TTY)

[www.ada.gov](http://www.ada.gov)

The ADA home page on the DOL web site details the history and current status of the ADA. Employers can call the toll-free ADA information line to obtain answers to general and technical questions about the ADA and to order technical assistance materials.

**14. U.S. Equal Employment Opportunity Commission (EEOC)**

800-669-4000 (voice), 800-669-6820 (TTY)

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

The EEOC coordinates all federal equal employment opportunity regulations, practices, and policies. The EEOC small business web site provides answers to common questions that employers encounter regarding compliance with antidiscrimination laws and dealings with the EEOC.

**15. U.S. EEOC Online ADA Handbook**

<https://www.eeoc.gov/facts/adahandbook.html>

*The Americans with Disabilities Act: A Primer for Small Business* is available for viewing at this web site.

Accessibility & workplace accommodation resources

**16. Access Technologies, Inc.**

800-677-7512 (toll free voice and TTY),

503-361-1201 (voice and TTY)

<https://www.accesstechnologiesinc.org/>

Access Technologies, Inc. (ATI) is a nonprofit organization specializing in ergonomic assessments, assistive technology, and technology training services. ATI provides evaluations of need in the workplace and helps create solutions using assistive technologies. ATI has an equipment lending library so an accommodation can be tested to assure it is correct before purchase.

**17. Job Accommodation Network (JAN)**

(800) 526-7234 (voice)

(877) 781-9403 (TTY)

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

JAN is a toll-free comprehensive information and referral service on job accommodation products and techniques. At the JAN web site, there are multiple accommodation ideas for 40 specific disabilities. JAN provides advice by phone about individualized work site accommodations.

**18. National Service Resource Center**

<https://www.nationalserviceresources.org/>

National Service Resource Center on-line guide to creating an inclusive environment for national and community service programs.

**19. TTY Relay or Speech to Speech (STS) Relay Services**

Dial 711 (voice or TTY)

TTY relay service can be used to connect a telephone call between someone using a regular voice telephone and someone who has a hearing or speech

impairment using a text telephone (TTY) or between two people using a regular voice phone when one or both of them has a speech impairment and is not easily understood by the other caller.

**20. Web Accessibility in Mind**

[www.webaim.org/techniques](http://www.webaim.org/techniques)

Techniques and concepts for web site accessibility.

**21. Workers' Compensation Reemployment Assistance Unit**

800-445-3948

[www.oregonwcd.org](http://www.oregonwcd.org)

The Oregon Department of Consumer & Business Services, Workers' Compensation Division (WCD), Reemployment Assistance Unit provides work site modification assistance for employers to help returning injured workers through the Preferred Worker Program and the Employer-at-Injury Program. Call 800-445-3948 to obtain a free copy of the work site digest, which provides several examples of work site modifications.

**Training resources**

**1. Northwest ADA Center**

(800) 949-4232 (voice)

(425) 771-7426 (TTY/TDD/TD)

<https://www.dbtacnorthwest.org/>

The Northwest Americans with Disabilities Act Center (ADA Center) is one of 10 federally funded centers that provide training, technical assistance, and information on the ADA. The ADA Center offers a wide range of training and technical assistance for employers.

**On-line training resources**

**2. ADA Basic Building Blocks: An online course about the ADA**

[www.adabasics.org](http://www.adabasics.org)

The Disability & Business Technical Assistance Centers (DBTAC) offer free the "ADA Basic Building Blocks: An Online Course about the ADA." This introductory web course on the Americans with Disabilities Act (ADA) explores the legal requirements and spirit of the ADA. The self-paced course is organized into 12 topics.

**3. American Sign Language Lessons**

[www.lifeprint.com/asl101/index.htm](http://www.lifeprint.com/asl101/index.htm)

The ASL University offers a series of self-paced online American Sign Language (ASL) lessons on the Internet. Lessons cover aspects of deaf culture, ASL grammar, and vocabulary.

**4. Disability Customer Service Training**

[www.wiawebcourse.org](http://www.wiawebcourse.org)

This on-line, self-paced course was developed for the staff of One Stop Centers, but can be adapted for customer service training in other sectors. Registration is free, and the course can be taken, complete or in part, at any time.

**5. JAN Online Seminar: Accommodation Process**

<https://www.t-tap.org/training/onlineseminars/jan/janslidemenu.html>

This audio presentation outlines the Job Accommodation Network's approach to providing reasonable accommodations for applicants or employees with disabilities.

**Disabilities resources**

**1. American Association of People with Disabilities (AAPD)**

<https://www.aapd.com>

AAPD is a nonprofit cross-disability member organization that sponsors the National Disability Mentoring Day.

[www.dmd-aapd.org](http://www.dmd-aapd.org)

The AAPD web site dedicated to the National Disability Mentoring Day provides information about developing job-shadowing programs and finding local mentoring resources.

**2. Epilepsy Foundation of Oregon**

888-828-7651

503-228-7651

[www.Epilepsynw.org](http://www.Epilepsynw.org)

The Epilepsy Foundation provides training and consultation to employers in Oregon and Southwest Washington including Seizure First Aid information; workplace considerations; common low-cost, reasonable accommodations; and answers to employer questions.

**3. Oregon Community Resource Directory**

[www.workforcepartnersinoregon.org](http://www.workforcepartnersinoregon.org)

The databank of Oregon human service agencies and organizations organized by county.

**4. Oregon Disabilities Commission (ODC)**

1-800-358-3117 (voice a TTY, in-state only), (503) 378-3142 (voice and TTY, Salem)

[www.odc.state.or.us](http://www.odc.state.or.us)

The Oregon Disability Commission provides information, referrals, and programs for Oregonians with disabilities and employers interested in disability issues. ODC provides information and referral about disability service organizations throughout the state.

**5. Recruiting & employment resources**

**Employer Assistance and Resource Network (EARN)**

[www.askearn.org](http://www.askearn.org)

The Employer Assistance and Resource Network (EARN) is a free nationwide referral and technical assistance service for employers. EARN connects employers to employment service providers and disability-staffing agencies that have direct access to job-ready individuals with disabilities. EARN also provides technical assistance to employers in locating appropriate organizations and information as they seek to hire qualified candidates with disabilities.

**6. Northwest ADA**

(800) 949-4232 (voice and TTY)

<https://www.dbtacnorthwest.org/>

The Northwest Americans with Disabilities Act Center can provide information and technical assistance in developing appropriate hiring practices and policies that comply with disability and employment laws. Find other regional DBTACS at [www.adata.org](http://www.adata.org) or by calling (800) 949-4232 (voice) and (425) 771-7426 (TTY/TDD/TT).

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## **One Stops (see Worksource Oregon)**

### **1. Work Support. Com**

[www.worksupport.com](http://www.worksupport.com)

Provides information, resources, and research about work and disability issues.

### **2. Worksource Oregon and One Stop Centers**

[www.WorksourceOregon.org](http://www.WorksourceOregon.org)

Worksource Oregon provides several employer services through local One Stop Centers and may provide assistance with hiring individuals with disabilities. One Stop Career Centers are located throughout Oregon and in communities nationwide. One Stops consist of several agencies working together to offer an assortment of career development and job search services as well as job postings that can be used by anyone, including people with disabilities. Several Oregon One Stops have a disability navigator to help guide applicants toward disability-friendly businesses.