DHS Policy
Oregon Department of Human Services

Children, Adults and Families

Policy Title:	Civil Rights – Policy – *(Repealed 12/1/07)*				
Policy Number:	I-A.2	Version:		Effective Date:	01/02/1996

Approved By: *on file* Date Approved

Repealed

Reference(s):

- Title VI and VII Civil Rights Act of 1964 as amended
- Section 504 Rehabilitation Act 1973
- DHS policy 07-02 Client Civil Rights
- ADA (Americans with Disabilities Act of 1990)

Form(s) that apply:

- None referenced.

Policy:

Purpose

Child Welfare staff is to assure that clients receive fair and equal treatment. This policy prohibits discrimination, requires a display of information and specifies responsibility for monitoring compliance.

Definitions

(1) "Contract Provider" means any person or organization under contract or agreement with the agency providing services to a DHS client.

(2) "Disability" as defined in Section 504 of the Rehabilitation Act of 1973 (Public Law 93-112), is a physical or mental *disability* that substantially impairs or restricts one or more of a person's major life activities, such as walking, seeing, hearing, speaking, working or learning. A history of such *disability*, or the belief on the part of others that you have such a *disability*, whether it is so or not, is also recognized as a *disability* by the law. *Disabilities* include, but are not limited to: alcoholism, blindness or visual impairment, cancer, cerebral palsy, deafness or hearing impairment, diabetes, drug addition, epilepsy, heart disease, mental or emotional illness, mental retardation, multiple sclerosis, muscular dystrophy, orthopedic or speech impairment.

Procedure(s) that apply:

(1) Discrimination Prohibited. No individual shall, on the grounds of race, color, national origin, religion, sex, age, citizenship, political affiliation, language or *disability* be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under federally assisted programs and activities for which the Department of Human Resources has responsibility. This same policy of nondiscrimination is equally applicable to all department contractors, grantees, agents and providers of services funded in whole or in part with federal funds.

(2) Staff Responsibility. Adherence to the DHS Client Civil Rights Policy is required by all Child Welfare staff. Managers, administrators, and supervisors shall be familiar with this policy and assure that other staff is informed. This policy requires the Department to be responsible for the implementation and then monitoring of Title VI and Section 504 compliance of the agency's service vendors as well as the agency's own compliance to the laws.

(3) Information Displays.

> **(a)** Branch managers are to ensure that information regarding client's right to register a civil rights complaint be posted in an accessible place. It is the Department's expectation that such information be posted in the reception area of branch offices, and in the central office reception area within reach of a person in a wheelchair;
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> **(b)** The posted civil rights information display will consist of a DHS information brochure providing civil rights information for clients. Each packet will be labeled in English and Spanish. In communities where the Russian language is spoken, the packets will be labeled in Russian. The brochures and complaint forms will also be provided in Spanish and Russian, as well as English.

(4) Monitoring. Monitoring of compliance will be carried out by employee services as part of the overall affirmative action officer's responsibility. The affirmative action officer will request and expect assistance from other state agencies such as VRD or the federal office of civil rights. In addition, a Child Welfare staff member who is a program person dealing with either day care or private child-caring agencies will be requested to assist in the audit. The program persons will be contacted as needed on an individual basis.

(5) Interpreters. Friends and family members may not be used as interpreters because this practice violates the client's right to privacy and Child Welfare must assure the accuracy of the translation. When the situation places the child in imminent risk of harm, the service worker must take whatever action is necessary to ensure the child's safety. The service worker is then responsible for making immediate follow-up efforts to obtain an authorized interpreter to protect the rights of the clients and their families.

Contact(s):

- **Name:** CAF Reception; **Phone:** 503-945-5600

Repealed