



DEPARTMENT OF HUMAN SERVICES
SENIOR & DISABLED SERVICES DIVISION
500 Summer Street NE
Salem, Oregon 97301-1075
Phone: (503) 945-5811

AUTHORIZED BY: _____
SDSD Acting Administrator

INFORMATION MEMORANDUM
SDSD-IM-01-061
Date: July 16, 2001

TO: SDSD District and Unit Managers
Area Agencies on Aging

SUBJECT: Americans with Disabilities Act (ADA) Mediation Service available

INFORMATION: The Oregon Disabilities Commission (ODC) offers a mediation service which uses trained mediators and peer mentors. The ADA recommends mediation as a means to dispute resolution in cases of discrimination in employment, access to government and business services, transportation, and telecommunications. Mediation is an informal process that helps parties develop solutions together.

These services are now available to you and/or your clients for a fee to be decided by the parties involved. ADA Mediation Service brochures and posters are available from ODC and are attached electronically for your convenience.

FOR ADDITIONAL COPIES CONTACT:

Vivian L. Davis or Janine DeLaunay
Oregon Disabilities Commission
1257 Ferry St. SE, Salem, OR 97301-4278
(503) 378-3142
(800) 358-3117, V-TTY
(503) 378-3599 fax

CONTACT PERSON: Mary Gail Jones, mary.gail.jones@state.or.us
Consumer Relations Unit

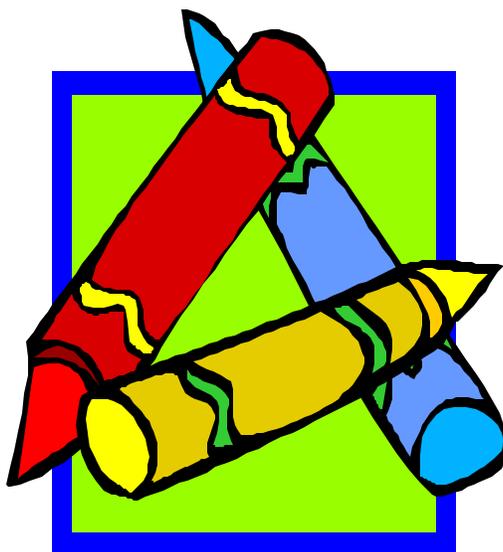
CONTACT NUMBER: (503) 945-5813
(800) 282-8096

FAX NUMBER: (503) 373-7823

ADA*

MEDIATION SERVICE

Is Now Available

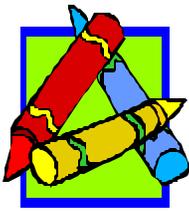


Bringing People Together...

Solving Problems Creatively

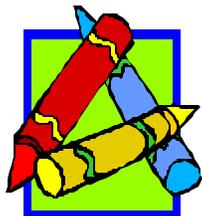
Contact the Oregon Disabilities Commission at:
telephone: (800) 358-3117, V-TTY, or (503) 378-3142
fax: (503) 378-3599
mail: 1257 Ferry St. SE, Salem, OR 97310

If you need this flyer in an alternate format, call ODC
*ADA – Americans With Disabilities Act



How is the Service used?

- ODC provides an Information Packet, upon request
- Parties tell ODC what they want in a mediator and mentor
- ODC provides information about mediators and mentors
- Parties select their mediator and mentor, as needed
- Parties arrange for costs and accommodations
- The mediation occurs
- ODC receives feedback and provides ongoing training



ODC is committed to flexible, creative conflict resolution

Who pays for the mediator, mentor, and accommodations?

- Parties determine how costs are covered.
- Accommodations are decided on a case by case basis.
- Contact ODC for alternative resources.

Donations to help cover the costs of this Service are welcome.

You may contact ODC by:

Telephone: (800) 358-3117, V-TTY,
or (503) 378-3142

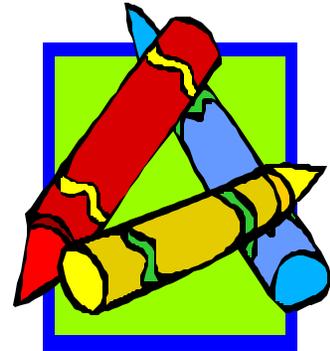
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E-mail: Vivian.L.Davis@state.or.us
or Janine.Delaunay@state.or.us

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ADA* Mediation Service



Bringing People Together...

Solving Problems Creatively

**Oregon Disabilities Commission
(ODC)**

*ADA - Americans With Disabilities Act

What is the ADA?

- The “ADA” refers to the Americans with Disabilities Act, a federal civil rights law that protects against disability-based discrimination in employment, access to government and business services, transportation, and telecommunications.
- Oregon has similar laws, which may be more stringent.
- The ADA recommends mediation.

What is ADA mediation?

A neutral mediator assists participants to resolve disputes with voluntary, informed agreements. This informal process may be used before or during pursuit of legal remedies, preserving rights. The goal is a fair process to clarify issues, understand one another, and explore and develop solutions together.

What issues may be mediated?

Accessibility to programs or services
Reasonable accommodations
Other employment issues
Accessible formats and interpreters
Effective communication
Causes of non-compliance
Policy & procedural modifications

What does mediation offer?

Each person experiences disabilities differently. Collaboration takes into account these differences and customizes individual remedies.

Mediation can help:

- improve communication
- defuse conflict and stress
- protect on-going relationships
- save face, time, and money
- motivate higher compliance

Mediation can provide:

- flexible, creative remedies
- an informal & comfortable setting
- safe interactions with ground rules
- confidentiality

Who is an ADA mediator?

- A trained and experienced neutral who knows how people reach voluntary resolutions.
- A mediator who has met ODC’s criteria for: mediation training and experience, ethics, disabilities awareness, and ADA training.

Who is a peer mentor?

- An individual with personal experience with disability, who empowers others with disabilities to participate effectively in the mediation process.
- A mentor who gives support, helps as a resource if asked, and assists the person with preparation and to request accommodations.

Who decides?

Participants are the decision-makers. The mediator and mentor do not give legal or professional advice.