

INFORMATION ON DISABILITY ACCOMMODATION

Disability Accommodation is Available

Upon Request: Any person with a disability requiring reasonable accommodation to access the services of the Division of Workers' Compensation District Office Claims Adjudication, the Information and Assistance Unit, the Rehabilitation Unit, or the Disability Evaluation Unit, should contact the Disability Accommodation Coordinator at the District Office of the Division of Workers' Compensation, or the statewide Disability Accommodation Coordinator at **1-866-681-1459** (toll free) as soon as possible.

Deaf/Hard of Hearing/Speech

Impaired: Any person who requires an assistive listening system, computer-aided transcription system, or sign language interpreter should contact the Disability Accommodation Coordinator at the District Office of the Division of Workers' Compensation or the statewide Disability Accommodation Coordinator through the **California Relay Service** by dialing 711 or:

- **1-800-735-2929 (TTY/English)**
- **1-800-855-3000 (TTY/Spanish).**

Vision Impairment (Alternate Formats):

This brochure and other printed material can be made in Braille, large print, computer disk, and tape cassette as a reasonable accommodation for an individual with a disability. Please contact the Disability Accommodation Coordinator.



Department of Industrial Relations
Division of Workers' Compensation
Administrative Director's Office
P.O. Box 420603
San Francisco, CA 94142

Please contact the
Statewide Disability Coordinator at
■ **1-866-681-1459 (toll free)**

or through the
California Relay Service by dialing 711 or

- **1-800-735-2929 (TTY/English)**
- **1-800-855-3000 (TTY/Spanish)**

Division of Workers' Compensation

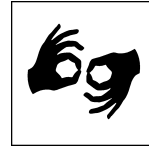
District office locations

Disability Accommodation Coordinators

| <u>Location</u> | <u>Phone Number</u> |
|-----------------|--------------------------|
| Anaheim | (714) 414-1835 |
| Bakersfield | (661) 395-2976 |
| Eureka | (707) 441-5724 |
| Fresno | (559) 445-5916 |
| Long Beach | (562) 590-5026 |
| Los Angeles | (213) 576-7796 |
| Marina Del Ray | (310) 482-3864 |
| Oakland | (510) 622-0599 |
| Oxnard | (805) 485-3588 |
| Pomona | (909) 629-2635 |
| Redding | (530) 225-2047 |
| Riverside | (951) 782-4269 |
| Sacramento | (916) 928-3130 |
| Salinas | (831) 443-3059 |
| San Bernardino | (909) 383-6353 ext. 8379 |
| San Diego | (619) 767-2170 ext. 3606 |
| San Francisco | (415) 703-4996 |
| San Jose | (408) 277-1124 |
| Santa Ana | (714) 558-4635 |
| Santa Barbara | (805) 884-1988 |
| Santa Rosa | (707) 576-2447 |
| Stockton | (209) 948-7751 |
| Van Nuys | (818) 901-5063 ext. 3537 |

ACCESS TO SERVICES

DIVISION OF WORKERS' COMPENSATION



If you are a person with a disability utilizing the services of the Division of Workers' Compensation District Office Claims Adjudication, the Information and Assistance Unit, the Rehabilitation Unit, or the Disability Evaluation Unit, you may be eligible for reasonable accommodation to meet your disability-related needs to access our services.

What is a reasonable accommodation? It is assistance that will enable a disabled individual to have full access to our services. There are different options available depending on the specific type of disability.

Any person with a disability requiring accommodation to participate in our services should contact the Disability Accommodation Coordinator at the District Office of the Division of Workers' Compensation, or the state-wide Disability Accommodation Coordinator at 1-866-681-1459 (toll free).

What law governs?

Reasonable accommodations are governed by Title II of the Americans with Disabilities Act of 1990 (ADA) and California Civil Code Sections 54 and 54.8. These are federal and state laws granting equal rights to persons with disabilities using state and local government services such as the services provided by the Division of Workers' Compensation District Office Claims Adjudication, the Information and Assistance Unit, the Rehabilitation Unit, and the Disability Evaluation Unit.

Do I need to fill out a form to request an accommodation?

No. A person with a disability can make an oral request for a reasonable accommodation by contacting the District Office or statewide Disability Accommodation Coordinator. An optional form is available from the Disability Accommodation Coordinator.

When do I need to make the request for an accommodation?

A request for a reasonable accommodation should be made as soon as possible. For an assistive listening device or computer-aided transcription, the request should be made at least five days in advance of the day the accommodation is needed.

Will the Division of Workers' Compensation (DWC) always grant my request for accommodation?

We will give primary consideration to the type of accommodation you request. However, your request may not be granted if it would create an undue financial or administrative burden.

EXAMPLES OF ACCOMMODATIONS THAT MAY BE REQUESTED:

- If you have a vision disability, you may request this brochure or any other printed information in Braille, large print, computer disk, or tape cassette.
- You may request to have forms read to you.
- If you have hearing disabilities, you may request an accommodation such as an assistive listening device or a sign language interpreter.
- You may request Computer Assisted Real Time Captioning in hearing proceedings.
- Staff may also be able to help you with your questions through the use of written notes or a computer terminal.
- If you have difficulty with spoken instructions and information, written instructions and information may also be available.
- If you use a wheelchair, a wheelchair accessible hearing room will be made available.
- You may request assistance with writing or filling out forms. If you have a speech disability, cognitive disability, learning disability, or biological brain illness, you may also request assistance with filling out forms and with having written information explained to you. However, by law, clerks and information and assistance officers cannot provide legal advice.
- Your service animal is always welcome.
- Hearings and/or conferences may be scheduled to accommodate accessible transportation or medication schedules.

Primary consideration must be given to the request for reasonable accommodation unless the requested accommodation would create an undue financial or administrative burden or unless it would fundamentally alter the nature of the service, program, or activity provided.