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## HOW TO REQUEST HELP FROM US

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### Q: How can I seek assistance from Disability Rights Oregon?

A: You can call or write to us.

- **PHONE:** Call **503-243-2081** or **1-800-452-1694** during these windows:

**Monday—Friday**  
**9:00 a.m.—12:00 p.m.**  
**1:00 p.m.—5:00 p.m.**

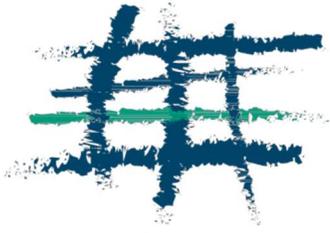
- **WEB:** Submit a request via our website: [www.droregon.org/need-help/get-help/](http://www.droregon.org/need-help/get-help/)
- **LETTERS:** If you are in an institution where your phone calls are not confidential, such as jail or prison, you may wish to write to us:

Disability Rights Oregon  
511 SW 10th Avenue, Suite 200  
Portland, Oregon 97205

### Q: What happens when I call to request help?

A: Our front desk staff will answer your call, ask your name and inquire about the general nature of your concern. You can choose to follow-up via:

- **PHONE APPOINTMENT:** You can schedule a specific telephone appointment time.
  - If you miss your appointment. You'll have to make a new appointment.



### **Q: Can I leave a voice message?**

A: **No.** We are unable to respond to voicemail messages requesting services.

### **Q: I'm in crisis or having an emergency. Can you help?**

A: **No.** We do **not** provide emergency or crisis response. If you have an emergency, contact 911, law enforcement, your county crisis line, or Adult Protect Services, as appropriate.

### **Q: What should I expect at my telephone intake appointment?**

A: You should expect to receive **general information** related to your concern and **self-advocacy suggestions**. You will receive an email or letter that summarizes the information and suggestions. Intake staff cannot provide legal advice.

### **Q: Will I be assigned an attorney?**

A: Most callers will **not** be assigned to an attorney for legal representation.

### **Q: What if I have more questions after my appointment?**

A: You may make another appointment.

### **Q: What happens after my intake is closed?**

A: If you have a new issue or continued problems, call back and begin the intake process again. Due to our staffing limitations, we may need to limit callers to one intake appointment per month.

### **Accommodations**

If you need an accommodation—such as a language interpreter, written communication, video relay or TTY, large print—we will provide them.