



## **ORM-ODI COVID-19 Service Update**

The Office of Resolution Management & Diversity and Inclusion (ORM-ODI) send our heartfelt hope of recovery to all members of our VA family affected by Coronavirus (COVID-19). As the impact of this outbreak continues to evolve, we remain focused on the health and safety of our employees, our communities, and our commitment to you.

Please know that we are still here to support you and are working hard to ensure our ORM-ODI team members will continue to provide you with our customary dependable and reliable service to help build healthy organizations across the enterprise. Although across the board travel is temporarily suspended, we will continue to make informed data driven decisions guided by our Mission and Core Values.

For your convenience, we are providing the answers to some Frequently Asked Questions:

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### **Are ORM-ODI staff available to those who need our services?**

Yes! ORM-ODI employees have transitioned to 100% telework. Although we have ceased all in-person communications, our EEO Counselors, Case Managers, Investigators, and ADR Specialists are still available for appointments by telephone or other virtual tools (e.g., Skype, Video teleconference, etc.).

### **How do I contact ORM-ODI to initiate an EEO Complaint?**

An aggrieved person must begin the informal stage within 45 calendar days of the date of the alleged discrimination by calling 1-888-566-3982.

### **Will I be assigned an EEO counselor to assist in the resolution of my workplace dispute?**

Yes. ORM-ODI will assign EEO counselors to assist in resolving your workplace dispute at the earliest possible time and at the lowest level. The EEO counselor will advise you that you may pursue resolution through EEO counseling or the Alternative Dispute Resolution (ADR) program.

### **If I have been assigned an EEO counselor, how might I contact them?**

If you have had an initial interview with your EEO Counselor, please use the contact information provided to you via email from your assigned EEO Counselor or in the Letter of Informal Counseling. You may also call **1-888-566-3982** to reach your EEO Counselor.

### **I agreed to ADR, will a mediation session be scheduled?**

Yes. During this time, all mediations and facilitations will be conducted via telephone, Skype, or videoconference software as our ADR Specialists are trained to conduct virtual mediations. Virtual mediations are as effective as in-person mediations as parties can share their stories, caucus with the mediator, and seek a mutually acceptable agreement. Your facility EEO Program Manager can assist with scheduling your mediation session with an ORM-ODI certified mediator.

### **May I still file my VA Form 4939 (Formal EEO Complaint Form)?**

Yes. You have 15 calendar days from receipt of your Notice of Right to File to file your formal complaint of discrimination. Please follow the instructions provided in your Notice of Right to File Letter. You are *strongly encouraged* to use email to submit your VA 4939 formal complaint of discrimination. You will not be able to hand-deliver your VA 4939 to an ORM-ODI Office. If you have questions on how to file your VA 4939, please call your EEO Counselor using the contact information provided to you via email, or call **1-888-566-3892**.

### **Will the investigation of my EEO case continue?**

Yes. ORM-ODI does not anticipate any disruptions to the investigation process. When applicable, ORM-ODI may request from you an extension to allow more time to investigate your complaint. Our EEO Investigators are trained to conduct desk investigations as evidence and statements can be submitted electronically through VA encrypted email or via Box.com. For assistance using Box.com, please contact your EEO Specialist at **1-888-566-3892**.

### **How will I receive a copy of my Report of Investigation (ROI) and Advisement of Rights (AOR) Letter?**

ORM-ODI uses VA encrypted email and Box.com to securely transmit large files. Complainants are strongly encouraged to use either of these electronic methods to receive your ROI and AOR. If you have questions, contact an ORM EEO Specialist at **1-888-566-3892** for assistance.

Your Post-Investigation Election Form should be submitted to the email address listed on your AOR. For questions, please email your Case Manager via the contact information found in Notice of Acceptance Letter or call **1-888-566-3892** and any of our EEO Specialists can assist you.

### **How do I report an allegation of harassment?**

To raise an allegation of harassment, please call **1-888-566-3982**, select option 2 and a member of the Harassment Prevention Program (HPP) team will assist you.

### **How do I request a reasonable accommodation?**

To request a reasonable accommodation please contact your local facility reasonable accommodation coordinator. To find your local reasonable accommodation coordinator, visit the Office of Diversity and Inclusion website at: <https://www.diversity.va.gov/programs/ra.aspx>

### **Is ORM-ODI still sponsoring training classes or courses?**

All in-person ORM-ODI sponsored trainings have been cancelled until further notice. ORM-ODI is available to provide training in a virtual environment.

If you have other questions, we encourage you to check our website, <https://www.va.gov/ORM/>, for additional information.

From the ORM-ODI family, we thank you for your patience and understanding. We will continue to closely monitor the situation and work together through this challenging time to provide you with the best service possible.

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## Office of Resolution Management (ORM)

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