

# Access Plan for Office of Injured Employee Counsel

## Access to Services for Non-English Speakers

The Office of Injured Employee Counsel (OIEC) is committed to providing reasonable access to its programs for persons who do not speak English.

**Printed Material.** Literature and materials for employers and injured employees are available in Spanish and other languages, such as Chinese (Cantonese), Vietnamese, Laotian, and Korean, upon request.

**Toll-free Telephone Number.** OIEC's toll-free number (1-866-EZE-OIEC • 1-866-393-6432) provides assistance to callers in both English and Spanish.

**Website.** A feature on the OIEC website ([www.oiec.texas.gov](http://www.oiec.texas.gov)) will translate the OIEC HTML web pages into other languages, including: Portuguese, Spanish, French, Italian, German, Dutch, Swedish, Russian, Greek, Arabic, Simplified Chinese, Traditional Chinese, Korean, and Japanese. At the top of the OIEC web pages, in the upper right hand corner, is a "Translate Page" link. The link takes users to the bottom of the page where they can select a language for translation of the page.

**Office Staff.** Nearly all of OIEC's field offices have staff who can provide personal assistance in Spanish. Over 60 percent of the OIEC Ombudsmen and 50 percent of the Customer Service Representatives are available to assist Spanish-speaking customers.

**Interpreter Services.** OIEC provides interpreter services for non-English speakers through a State employee or a private provider. Interpreter services are available for injured employees in all stages of the workers' compensation dispute resolution process.

## Access to Services for the Visually Impaired

Information on the OIEC website ([www.oiec.texas.gov](http://www.oiec.texas.gov)) has been formatted to accommodate browser software for the visually impaired wherever possible. Publications on the website are generally available in HTML with alt tags provided to describe images on the site.

Some information on this site may be in the form of Adobe® PDF documents. To view PDF documents on the website, you will need Acrobat Reader version 7.0 or above. If you do not have Acrobat Reader, please go to [www.adobe.com](http://www.adobe.com) and follow the instructions to download the free software. To convert a PDF file to an HTML accessible form go to [http://access.adobe.com/simple\\_form.html](http://access.adobe.com/simple_form.html) for assistance. You may also refer to Adobe's website for information regarding additional tools to allow access to PDF files for the visually impaired.

If you use assistive technology and the format of any material on OIEC's website interferes with your ability to access the information, please contact us for assistance. The primary contact for OIEC's Customer Services:

Voice: 1-866-EZE-OIEC (1-866-393-6432)  
Fax: (512) 804-4181  
Email: [OIECInbox@oiec.texas.gov](mailto:OIECInbox@oiec.texas.gov)

To enable us to respond in a manner helpful to you, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, the web address of the requested material, and your contact information.

### **Access to Services for the Hearing or Speech Impaired**

Persons with a hearing or speech impairment using TDD or TTY technology may call Relay Texas at 1-800-735-2989 for assistance. Be sure to have the OIEC telephone number available so Relay Texas can assist you in calling that number.

### **Physical Access**

All OIEC facilities are accessible to persons with disabilities. To request special assistance, please contact OIEC Customer Service at 1-866-EZE-OIEC (1-866-393-6432).