

# Conflict

can occur when you and your counselor have opinions or ideas that are different.



The Office of Vocational Rehabilitation Services (OVR) is committed to resolving conflict as quickly as possible. You can try any or all of the following options to find a solution.

- You can talk with your counselor about your situation. If you still have concerns, talk with the supervisor.
- You can ask for mediation in which a professional mediator will assist you and your VR counselor in reaching solutions together.
- You can request a fair hearing in which you and OVR will present your positions to an impartial hearings officer. The hearings officer will review the information and the law and make a ruling.



Most conflicts can be resolved by discussing the situation with your counselor and/or the counselor's supervisor. This also is a good way for you to state your opinions and express your needs directly to the person(s) who are working with you.

## You can get help

If you feel you need assistance in expressing your views or understanding information, or if you just need support, you have options. At any point in the process:

- You can have the assistance of an advocate, family member or friend.
- You can seek the assistance of the Oregon Client Assistance Program (CAP), an advocacy program that can represent your interests and help you to understand your rights under the law.

### Oregon Client Assistance Program

(Voice)	503-243-2081 800-452-1694
(TTY)	503-323-9161
(VP)	866-863-7179
(FAX)	800-513-2321

# Conflict Resolution



## Getting started

- Set up an appointment with your counselor and/or the supervisor to try to resolve the issue.
- If you choose mediation or a hearing, you will need to complete some forms. These are available at your local OVRs office.

## Mediation:

- Allows you to talk freely about issues and feelings as you work toward a mutually agreed upon solution.
- Is fast and usually can be arranged within one or two weeks.
- Is kept confidential.
- Can be a win/win situation and work to enhance your relationship with your counselor.
- Will not prevent you from seeking a formal review.



 **DHS**  
Oregon Department  
of Human Services

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