



Update on DC Office of Risk Management (ORM) Operating Status during COVID-19 Emergency

What is our operating status?

Effective March 16, 2020 through March 31, 2020, ORM will be operating on a partial telework status.

How does this impact what we do?

ORM's goal is to continuously provide the highest level of service. As such, we have adjusted the delivery of our services by requesting communication(s) with ORM to be performed via phone, email, or U.S. Mail rather than in person.

- **Public Sector Workers' Compensation Program** – modified changes. To file a new claim, please visit our ERisk Incident Reporting page at <https://ERisk.dc.gov/> or call (202) 442-4357. For existing claimants needing to speak to their Claims Examiner, please email them directly or wcsecure@dc.gov and a staff member will respond within 24 hours or the next business day.
- **Tort Liability Program** – modified changes. To file a §12–309 claim, please complete all required forms that can be found at <https://orm.dc.gov/service/tort-liability-claim> and mail them to our agency's address. If you have any questions or wish to follow up on an existing tort claim please email us at orm@dc.gov and an ORM staff member will reach out to you within 24 hours or the next business day.

How does this impact our physical locations?

- **ORM's office at 441 Fourth Street, NW, Suite 800S will be closed to the public and non-ORM essential employees beginning March 16, 2020. We plan to reopen on April 1, 2020.**

What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-727-8600 or orm@dc.gov. If your question is related to a workers' compensation claim under the Public Sector Workers' Compensation Program, please email us at wcsecure@dc.gov. For more information, please visit orm.dc.gov.