

## Update on Office of Human Rights (OHR) Operating Status during COVID-19 Emergency

### What is our operating status?

Along with the rest of District government, our agency remains operational. OHR is offering virtual services to the public throughout the duration of the District's Public Health Emergency.

### How does this impact what we do?

- **Please see below.**

### How does this impact our physical locations?

- OHR is open virtually and available for service via phone and email.

### What else are we offering to meet your needs?

- **Discrimination Complaint Submission:** Until further notice, discrimination complaint questionnaires may only be submitted to OHR via postal mail, online questionnaire via the OHR website (<https://ohr.dc.gov/service/file-discrimination-complaint>), fax, or scanned and emailed to [ohr.intake@dc.gov](mailto:ohr.intake@dc.gov). OHR is temporarily suspending in-person filings.
- **Filing by Mail:** During the state of emergency, the OHR will determine the date of receipt of complaints received via mail by using the postal date stamp plus five business days or the date of signature on the complaint plus five business days. The OHR Director retains discretion to amend these rules as necessary under the state of emergency.
- **Intake Interview:** Until further notice, all intake interviews scheduled with OHR will be held telephonically or rescheduled to a later date at request of a complainant.
- **Notarization:** Until further notice, complainants will not be required to notarize the Charge of Discrimination, but Charges must still be verified and signed by the complainant under penalty of perjury.
- **Mediation Conference:** Until further notice, parties scheduled for mediation will be offered alternative session options, including video conferencing or an opportunity to reschedule for a later date. For more information about your mediation session, contact [ohr.mediation@dc.gov](mailto:ohr.mediation@dc.gov).
- **Commission on Human Rights Hearings:** Until further notice, Commission hearings will be postponed or held virtually. For more information about cases at the Commission or hearing dates, contact [commission.cohr@dc.gov](mailto:commission.cohr@dc.gov).
- **Case Status Updates:** Parties to a case under investigation at OHR may inquire into their case status by emailing [ohr.investigations@dc.gov](mailto:ohr.investigations@dc.gov) or their case assigned Human Rights Officer during this period.

### 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. OHR has shifted to virtual services during the duration of the state of emergency to limit close contact with staff, parties to a complaint, and other customers.

### 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 202-727-4559 or email [ohr@dc.gov](mailto:ohr@dc.gov). For more information, please visit [coronavirus.dc.gov](http://coronavirus.dc.gov).

