



## **The ADA on Employment** by Russ Carter, Attorney

Employers have had to do some rethinking of the application, interview, and selection processes they followed “back in the day,” when discrimination just plain happened - even if “innocent” or unintentional. Applications always included the question: “Have you ever been injured on the job?” (or some variation, including whether the applicant has ever filed a workers’ compensation claim). There were the standard irrelevant questions on age, gender, marital status that we all took for granted, as they seemed so conversational and friendly.

Enter the Americans with Disabilities Act (ADA) in 1990. Following years of state and federal laws stopping discriminatory hiring practices in a variety of areas, the ADA finally addressed the specific area of people with disabilities.

In the application process, submit a resume and cover letter, putting you in the best possible light, addressing the particular job requirements. Avoid grammatical errors, or typos, as that does speak to your attention to detail. You can answer a question that should not have been asked, and you probably should, unless it will give information that might hurt your chances to interview.

The interview is to simply focus on the actual requirements for performing the job, sharing that information with the applicant, and asking just one pertinent question: “Are you able to perform the essential functions of this job as I have described them?” Further questions relate to those specific functions, asking about experience or training (e.g., keeping records, writing reports, data entry, etc). The employer needs to know if you have the skills and abilities required.

Employers can’t dodge the ADA by indirectly asking questions that lead to disclosure of a physical or mental disability - even one that is visible (e.g., use of a cane). They can’t ask the cause, the expected duration, or what affect it has in the applicant’s life. Applicants should respond to inappropriate questions by presuming them to be an innocent mistake; and in a manner that is appropriate. Do not give the employer information they are not supposed to get. For example: “On your question about my general health, I can tell you I am dedicated to doing my work in a timely and efficient manner; I get to work on time, and am reliable. Extra projects, and overtime are no problem for me.” Applicants can further use this as a chance to ask for the job: “I’m happy to be considered for this job. I think I can be a real asset to this company, as my training and experience match up perfectly with your requirements.”

Accommodations should only be asked about after the job offer. Don’t presume the need for, or scope of, any assistance you might need until then or, the best approach would be to wait until you start working to assess your actual needs. The employer’s duty is to make accommodations that are reasonable - a fact question that is to be fairly decided by the employer.

The ADA - it’s not just the law, it’s a good idea. Consider the implications of interviewing for, and working at, a job where the focus is truly on ability.

Submitted by: Russ Carter, Oregon Attorney and Vocational Rehabilitation Counselor  
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ADA compliance is through the Equal Employment Opportunity Commission (EEOC), and they can answer further questions on this  
(Phone: 202.663.4900)

## Director's Notes by Candyce Hayes

What do you think of our new newsletter format? It was designed by Mike Stofiel, MSSP volunteer webmaster and board member. MSSP is dependent upon the talents of volunteers to touch lives, bring joy and ease the burdens of those we serve. If you've ever thought about getting involved, please immediately turn to page 11 and scan our "Want Ads". Then contact me at (503 297-9544 or email [candycehayes@msoregon.org](mailto:candycehayes@msoregon.org)) to discuss the job that interests you most. In the meantime, let me leave you with these thoughts about volunteering and/or serving others - if you planted hope today in any hopeless heart, if someone's burden was lighter because you did your part, if you caused a laugh that chased a tear

away, if tonight your name is mentioned when someone kneels to pray, then your day was well spent.



Left to right, Elnor Herd, Phyllis Stanley and Marguerite Hofferber. Collectively they have volunteered over 175 years to MSSP!

## Are you a person with a disability or deafness who has experienced abuse and the police were involved?

If so, we invite you to share your experience! Researchers at Portland State University are having discussion groups of women and men with disabilities or Deafness who have experienced violence or abuse and the police have been involved because of the abuse. The groups will make suggestions for how to improve police services for victims of abuse with disabilities. You are invited to participate if:

- You are at least 18 years of age;
- You have any kind of ongoing disability or health condition that affects your daily life (physical, blindness, mental health, cognitive, developmental, or other) or you are Deaf or hearing impaired;
- You experienced abuse that involved the police more than 6 months ago and within the past five years;
- You had your disability or were Deaf when the abuse happened.

Discussion groups will last about 90 minutes and be scheduled at a convenient time and place. Participants will be paid \$30.

We welcome you to contact Mary Oswald, 503-725-9602, [oschwald@pdx.edu](mailto:oschwald@pdx.edu) or Beckie Chid, 503 725-5953, [beckiec@pdx.edu](mailto:beckiec@pdx.edu) We gladly accept relay calls.

## Participants Sought for Local MS Research Studies

The Multiple Sclerosis (MS) Center of Oregon at Oregon Health & Science University is recruiting participants for the following studies. To learn more please call (503) 494-7241 for details.

### **IRB# 2164 -- Study of Interferon Beta-1a IM (Avonex) on FOXP3 Expression in MS Subjects Principal Investigator: Dennis Bourdette, M.D.**

Research trial to study the effect of interferon beta-1a IM (Avonex) on blood levels of substances that are associated with MS. You may be eligible to participate in this study if you meet all of the following criteria:

- At least 18 years old
- Have a diagnosis of relapsing remitting MS
- Have not used a disease modifying therapy in the last three months
- Have not had a MS relapse in the last three months
- Do not have a serious health condition other than MS (like heart disease, uncontrolled diabetes mellitus, liver disease or severe psychiatric disorders)

This study requires 5 visits to OHSU over a 12-month period. You will receive \$30 for each completed visit. The research study will pay for all costs associated with the participation in this study. You will be responsible for any expenses that have to do with other aspects of your participation, such as childcare or transportation.

### **IRB# 1494 -- Multiple Sclerosis (MS) Genetic Susceptibility Research Study Principal Investigator: Dennis Bourdette, M.D.**

Working in conjunction with the University of California at San Francisco OHSU-MS Center is seeking individuals to participate in a research study to understand the inheritance of MS. You may qualify if you are:

- Over 13 years of age
- Have MS or a family member has MS
- Willing to receive a one-time blood draw

While you will not be compensated for participating in this study - all study related activities will be of no cost to you.

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## Participants Sought for Local MS Research Studies ...continued

### **IRB# 1305 -- Study of Anti-Oxidant in Multiple Sclerosis**

**Principal Investigator: Vijayshree Yadav, M.D.**

We seek people with a confirmed diagnosis of MS to participate in a research study that will require several blood draws and saliva collection. The purpose of the study is to determine how the oral antioxidant, lipoic acid (LA) is absorbed by the body of patients with a diagnosis of MS. If you are between 18 and 80 years of age, and have a confirmed diagnosis of MS, you may be eligible to participate in this study.

You will not be eligible to participate in this study if you are pregnant or breast feeding, have experienced a relapse in last 30 days, have taken LA in last 2 weeks, or have a serious health condition other than MS (e.g. anemia, uncontrolled diabetes, cancer, liver disease, lung disease, congestive heart failure). This study requires two visits to OHSU. The research study will pay for all costs associated with the participation in this study. You will be eligible to receive \$50 as a token compensation at the completion of the study. You will be responsible for any expenses that have to do with other aspects of your participation, such as childcare or transportation. Interested individuals please call Dr. Vijayshree Yadav at (503) 494-7241.

### **IRB# 1357 -- Ginseng for Multiple Sclerosis Related Fatigue**

**Principal Investigator: Ruth Whitam, M.D.**

A controlled cross-over design trial will study the effect of an American Ginseng extract on MS-related fatigue. To enroll in the study, subjects must:

- be between the ages of 18 and 65 years,
- carry a diagnosis of MS and
- have problems with fatigue for greater than two months.

Participation in the study requires that subjects undergo clinical assessments at OHSU on 7 separate occasions over a 17-week period. There will be two 6-week treatment periods, separated by a 2-week washout period. All subjects take ginseng for one treatment period and placebo for one treatment period. Those participating in the study will be asked to wear activity monitors at the waist and wrist for several weeks over the course of the study. Clinical assessments will be done at the beginning and end of each treatment period and will involve physical exams, questionnaires, blood draws and collection of saliva samples. There will be no financial costs to subjects who choose to participate in this study.

### **IRB# 179 -- Fish oil as an adjunct therapy for depression in MS and Parkinson's disease: A Randomized, Placebo-controlled Pilot Study**

**Principal Investigator: Lynne Shinto, ND**

Seeking individuals with a confirmed diagnosis of relapsing remitting MS who are suffering from depression. The purpose of the study is to determine if taking omega-3 fatty acids helps with symptoms of depression in people with MS

**Continued Next Page**

## Participants Sought for Local MS Research Studies ...continued

*Multa Spes* is the quarterly newsletter of the MSSP, distributed to MSers, consumers, families, professionals and friends.

Comments and articles are welcome – publication depends on space available and is subject to editing. Please send submissions to Candyce Hayes, Executive Director at [candycehayes@msoregon.org](mailto:candycehayes@msoregon.org) or mail: MSSP, P.O. Box 16553 Portland, OR 97292-0553.

If you are not currently receiving *Multa Spes* by mail, we would be happy to add you to our mailing list. Direct all subscription requests or address changes to 503 297-9544.

Advertising in *Multa Spes* does not represent an endorsement of any product, service or individual by MSSP, its staff or Board of Directors. Each advertiser is solely responsible for the accuracy of their advertisement and for any claims, loss, damages and liability that may result.

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In addition we will determine if omega-3 fatty acids decrease blood levels of substances that are associated with MS and depression. You may be eligible to participate in the study if you meet the all of the following criteria:

- 18-85 years old
- Have a diagnosis of relapsing remitting MS
- If using disease modifying medications, participant must be on a stable dose at least 6 months prior to enrollment
- On a stable dose of anti-depressant medication
- Have not had an MS relapse or received corticosteroid treatment 1 month prior to enrollment
- Have not eaten more than one 6 oz serving of fish per week 1 month prior to enrollment
- Have not taken fish oil or omega-3 fatty acid supplementation 1 month prior to enrollment
- Not pregnant
- Have no other significant health conditions (like coronary heart disease, uncontrolled diabetes mellitus, liver disease, severe psychiatric disorders)
- Not participating in any other studies

This is a three-month pilot study in which 60 participants will be randomly assigned to receive either fish oil capsules (which have high amounts of omega-3 fatty acids) or placebo oil capsules.

The study requires 3 visits to OHSU. The research study will pay for all costs associated with the participation in this study. You will be responsible for any expenses that have to do with other aspects of your participation such as childcare and transportation. Interested persons should call (503) 494-3549.



### From The Webmaster:

Please join in and help build a community of Friends with MS on MSSP's web forum at <http://www.msoregon.org/MSSPcom/>

People with MS and their loved ones are welcome to join. I know for myself it has always been a relief to be able to communicate with others who are going through the same thing I am with my MS.

I hope to see you on the forum soon :)



## MSSP Program Services

To better serve you, MSSP has made three important changes effective 1/2/08. The first change relates to our medical equipment loan closet – donations and deliveries will be conducted on the second and fourth Fridays of each month. Next, information and referral (client/family member) telephone inquiries will be answered Mondays, Wednesdays and Fridays. Please give us your name, repeat your telephone number twice, the best time to reach you and specify the reason for your call. We will research the issue and return your call within 72 hours. The last change relates to our parties – specifically when they begin. They will start sharply at 11:30 am and end at 3:30 pm.

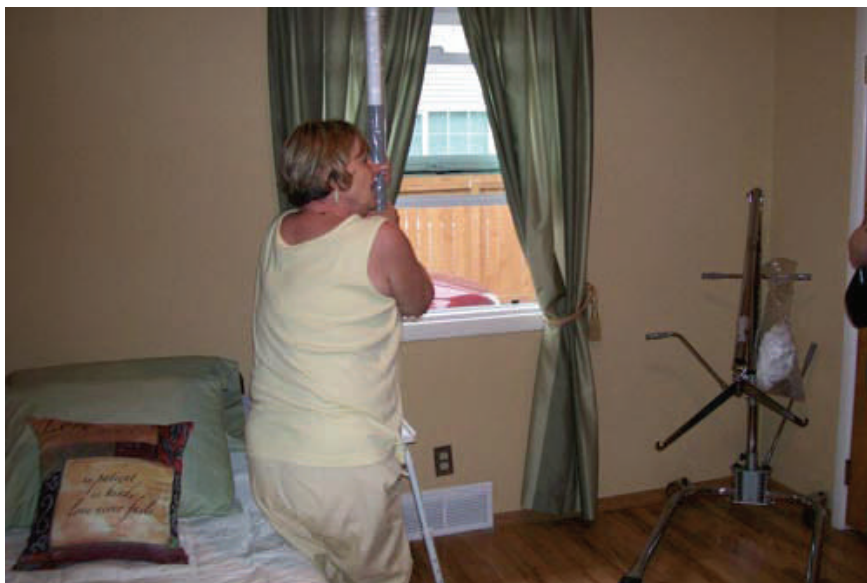
## Medical Equipment Loan Closet

Throughout the year MSSP receives, renovates and delivers free medical equipment to the local community. Jeff H proudly smiles as he receives a Rascal Scooter. The scooter helps him remain active at his farm and in the city!



## Free Caregiver Classes

MSSP now offers a free “basic caregiver” class to educate those working with senior and/or disabled persons. Classes are taught at the MSSP resource center. Caregivers are introduced and taught how to use a variety of transfer tools to help move someone with limited mobility from a chair to a bed.



Caregiver classes are taught by our wonderful volunteer, Virginia “Ginny” Treece, RN, MHA . Above Ginny demonstrates how to use a transfer pole.

**Sign Up Early!**

These informative and fun classes are held at 2901 SE 122<sup>nd</sup>, Portland, OR 97236 (corner of 122/Woodward). Street parking is available. Classes begin at 10:00 am and end at 12:00 pm.

Limited seats are available for these classes 1/19/08, 2/16/08 and 3/22/08. Preregistration is required. Call 503 297-9544 or email [events@msoregon.org](mailto:events@msoregon.org)

Donations are encouraged. Your support enables us to keep this and many other critical services available to the local MS community.

**MARK THESE 2008 DATES**

<b>January 19</b>	<b>Caregiver Class</b>	<b>10- Noon</b>	<b>MSSP House</b>
<b>February 16</b>	<b>Caregiver Class</b>	<b>10- Noon</b>	<b>MSSP House</b>
<b>March 22</b>	<b>Caregiver Class</b>	<b>10- Noon</b>	<b>MSSP House</b>
<b>March 29</b>	<b>Bingo Party</b>	<b>11:30-3:30</b>	<b>Rose City Park Church</b>
<b>April</b>	<b>Workshop</b>	<b>TBA</b>	
<b>May 31</b>	<b>Summer Comfort Air Conditioner Program</b>	<b>Application Deadline</b>	<a href="http://www.msoregon.org">www.msoregon.org</a> or call 503-297-9544
<b>June 14</b>	<b>Annual Picnic</b>	<b>11:30-3:30</b>	<b>Oaks Park</b>
<b>Dec. 13</b>	<b>Christmas Party</b>	<b>11:30-3:30</b>	<b>Rose City Park Church</b>

\*Look for full details on these and other activities in upcoming newsletters

## Part 1: Communication

### The Art of Listening With Love

By Candyce Hayes

How well do you listen to others? Good communication is critical to all relationships. When you live with a chronic illness – faulty communication could be fatal. Part 1 focuses on half of the communication process: listening while part 2 addresses expressing your needs/wants/desires.

A good listener is appreciated by just about everyone. By listening well, we can refresh people who are distressed or loaded down with problems. Unfortunately too many people are poor listeners. How can we learn to improve our listening skills?

Ideally set a time and place to discuss important issues. Eliminate potential distractions: turn off the television, put down the newspaper or turn off the cell phone when someone asks of you about a serious matter. Get comfortable – it's hard to pay attention if your feet hurt or you need a drink of water. As you begin listening, resist the temptation to start talking about yourself or offering comments like “that reminds me of what happened to me some time ago.” While such an exchange is acceptable in a friendly conversation, we need to put personal interest aside when someone is discussing a serious problem.

#### Listener's Body Language

It takes discernment to draw a person out. Asking questions is always helpful but be careful that your questions do not pry into private matters. Inviting the person to begin with matters he/she feels comfortable mentioning is a good way to get started.

As the person begins talking the listener should maintain eye contact. Leaning forward shows your concern for the other person's feelings. Do not judge the person or situation. Making sympathetic comments like, “That must have felt \_\_\_\_\_” is one way to show your concern. Another way is to put what the person is saying in your own words (paraphrase), thus showing that you understood what was said. Listening requires paying attention not only to the words but also to the emotions subtly expressed.

Can we listen without agreeing with what is being said? Can we say to someone that we appreciate being told how they feel? Yes. Listening when someone is upset can be a challenging – especially if the person is upset with you. The natural inclination is to defend your self. So how can we meet this challenge?

Kindly invite the person to talk – and then patiently listen as he/she expresses their grievance is one way to reply with kindness. Heated arguments often consist of two people merely repeating what they have already said. Each one feels that the other individual is not listening. How good it would be if one of them would stop and really listen! Of course, it is important to exercise self-control and expresses oneself in a discreet and caring way.

The ability to become a good listener does not come naturally. It is an acquired skill that requires effort and discipline.



## Part 2: Communication

### The Art of Speaking With Love

By R. Covington Vego

To the saying: "Say what you mean and mean what you say,"  
I add, "Just don't be mean when you say it." – R. Covington Vego

As a Realtor, I speak for a living. I have no saw or hammer, no money to lend, no keys or deed to convey. Therefore, words are very important to me but not only the ones expressed aloud. You see I sell dreams -- not mine -- theirs. People will share their dreams with me, or not, by how I talk to them. If I am on their side, they will want me to win (too). If they sense it is about me generally they will resist going very deeply.

Therefore, (in any conversation that I care about), I watch the person talking to me before I speak, almost as if I were a second person. "What do they want me to know about them?" I ask myself while listening to their words. "That they are important? That they are experienced? That they hurt? That other people think they are important?" They want to know that I care about them. I have to be careful, selective, and intentional in what I say and what I don't say. It is not about us AT THIS TIME, it is completely about them.

When it becomes our turn to speak we get to decide whether our responses are going to build up the previous speaker, or chop them into pieces. Are we going to be naughty or nice? Usually it depends upon if we feel threatened by the other person, or not. How do we get threatened? For me, it can be a hundred ways: If someone speaks too loudly, if people talk over each other, if someone is taller than me and stands too close, if someone acts indifferent to my patter, in any of these situations I have to consciously control my mouth. All of which leads me to this: many of us deal with physical pain and hurting; either ourselves or our loved one. Animals in pain speak to one another. They plea. It is reasonable for us to do so too, especially within the trusted sanctuary of our loved ones.

As listeners we are not failures for not being able to stop their pains. We are failures only if we turn down their sound level because it hurts us to repeatedly hear a pain that we can't fix. It hurts to know our loved one hurts. So we muffle it. We should not.

We each live alone. Until we speak. Speaking to our loved ones should not be a battle. It should be free from sighs. We should treat one another with reverence because life is short. I suggest that couples develop non-verbal signals such as a pat on the hand, rub of the neck or kiss on the cheek. These signals let your loved one know you understand that they are in pain right now; and since you are their closest friend, you know they want to tell somebody of their plight. They are speaking because they do not want to be alone. You are speaking to assure them they are not - and never will be.

Clear communication includes a caring speaker, and a listener who wants to listen. Anything less is noise and should be avoided. Silence is better than bitter words. Silence can be misunderstood but it can never be misquoted. Do not let today's loose words become the ammunition that you are shot with forever after. It is said of Abraham Lincoln, "Often with nothing to say, he said nothing." Be a professional. It is your tongue: choose not to use it for harm, no matter how much you hurt.

## S-t-r-e-t-c-h-i-n-g your budget

Do you need help paying your water bill, heat assistance, fixing a leak or fixture repair or maybe just a bill discount?

The City of Portland offers assistance to qualifying Multnomah county customers experiencing a crisis with up to \$150 in assistance once every 12 months. The customer may pay a portion of the bill to receive assistance. Call Portland Water & Sewer Customer Services at 503 823-7770 for details.

Financial assistance for repair of leaky toilets, faucets, plumbing and underground leaks may be available to eligible customers who own and occupy their own homes. To apply call Multnomah County at 503 988-6295, ext. 22312.



### Bill discount

Eligible customers may receive a quarterly discount of \$14.55 on their water bill and \$56.22 on their sewer bills for a total of \$70.77 each quarter. Sewer-only accounts are discounted \$18.74 per month. Call the Community Service Center in your area to make an appointment to establish eligibility.

### Community Service Centers – serving targeted zip codes as listed below

NE & N Portland	97203, 97217, 97211, 97227, 97212 97227 & 97212	SEI Community Services 503 285-0493
Outer E. County	97216, 97233, 97220, 97236, 97230 97266	Human Solutions, Inc. 503 548-0200
SE Portland	97202, 97215, 97206, 97218, 97213, 97232, 97214	Portland Impact 503 988-6020
NW Portland	97201 N of I-405	YWCA Housing
Downtown Portland	97204, 97210, 97205, 97221, 97209 97231	Enrichment Resources Center
SW Portland	97035, 97221, 97201, 97219 South of I-405	503 721-6760
Serving all Multnomah Co.	Salvation ArmySt. 503 963-1145	Vincent DePaul 503 235-8431
	IRCO-Asian Family Services	
	Native American Rehab Association	

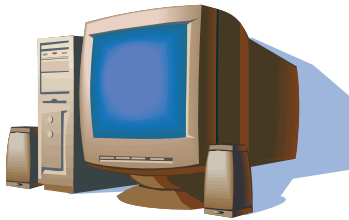
### MSSP Want Ads

All positions are “volunteer” (non salary paid) jobs that are critical to supporting our mission! The rewards for volunteering are immeasurable: increased self-esteem, developing new skills, meeting friendly people and having lots of fun! Call 503 297-9544 or email [www.msoregon.org](http://www.msoregon.org) for more details. All positions require background screening.

#### WANTED

##### Office Workers

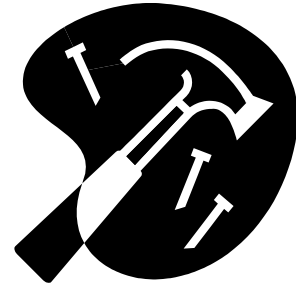
MSSP needs a warm, caring person to assist with general office duties 4-12 hours each week. Qualified candidates will perform filing, data entry, answer telephones and perform receptionist functions. Knowledge of Microsoft Office 2003 or other relevant computer experience preferred but not required.



#### WANTED

##### Handyman

Are you a jack of all trades? Do you have 2-4 hours per month to help out with house maintenance, yard work and pick up and/or delivery of medical equipment? Mechanical aptitude is helpful but not required.



#### Friendly Visitors:

##### NEEDED TODAY

Compassionate and caring volunteers needed to visit persons living in nursing/adult foster and/or private homes. Your company is needed to bring cheer and friendship to others. Weekly or monthly visits are available.

#### Seeking:

Martha Stewart-esque Individuals/Groups  
Do you like to organize fun and lively events? Does your heart go “pitter patter” at the idea of creating centerpieces and arranging parties? Well look no more - MSSP has a great, rewarding, opportunities for you to put those natural skills to work!



### IMMEDIATE OPENINGS

Committed, energetic, creative and dynamic individuals needed to staff Fundraising and Program Services committees.

Requires 4-6 hours per month. Everyone is encouraged to apply. Those with fundraising, medical or marketing/public relations skills are desired.



**Yes, I want to help improve the quality of life for persons with MS!**

**Here is my contribution to the Multiple Sclerosis Society of Portland, Oregon, Inc.**

\$250     \$100     \$50     \$20     other \_\_\_\_\_

**My Contribution is for:**

- Membership Dues (\$20.00)
- "Project Connect"
- "Project Helping Hands"
- Social Programs
- Medical Equipment
- The Greatest Need

**I am (please check one):**

MS Patient     Caregiver     Family/Friend     Friend of MSSP

My Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

If you would like to send this gift in honor or remembrance of someone, please include a note with their name & address or if applicable, the name of whom we should send acknowledgement to with their address.

*Please clip this form and mail with check payable to MSSP:*

**P. O. Box 16553 Portland, OR 97292-0553**

**Time Dated Material**

Multiple Sclerosis Society  
of Portland, Oregon, Inc.  
P. O. Box 16553  
Portland, OR 97292-0553

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