



# 2016

## STATE OF THE CONGRESSIONAL WORKPLACE

A Report on Workplace Rights, Safety and Health, and Accessibility under the Congressional Accountability Act

OFFICE OF COMPLIANCE  
FY2016 ANNUAL REPORT



“Congress has a vested authority by the U.S. Constitution to write the laws of the land. Passage of the Congressional Accountability Act gave lawmakers a dose of reality . . . It helps that the nation’s congressional leaders would be subject to the same new rules and statutes. The Congressional Accountability Act provides a good reality check on Congress. What’s good for the goose ought to be good for the gander.”

—Sen. Charles Grassley (IA),  
Author of the Congressional  
Accountability Act of 1995

“[Congress] can make no law which will not have its full operation on themselves and their friends, as well as on the great mass of the society. This has always been deemed one of the strongest bonds by which human policy can connect the rulers and the people together. It creates between them that communion of interests and sympathy of sentiments, of which few governments have furnished examples; but without which every government degenerates into tyranny.”

—James Madison, *Federalist 57*



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# STATEMENT FROM THE CHAIR OF THE BOARD OF DIRECTORS



On behalf of the Board of Directors for the Office of Compliance (OOC), I proudly present the FY2016 Annual Report. On

January 23, 1996, the OOC first opened its doors. In the past two decades, the Office has made remarkable strides in effectively enforcing workplace rights on behalf of congressional employees. The OOC alone does the job of multiple agencies in the executive branch, including the Occupational Safety and Health Administration, the Federal Labor Relations Authority, the Equal Employment Opportunity Commission, and even the Department of Justice, with regard to issues of public accessibility.

Just this year, we inspected all congressional buildings to ensure that they are safe and accessible—a tremendous task for our small office. This Annual Report includes information culled from our formal reports of our occupational safety and health and accessibility inspections of the Capitol Hill campus. The Office of the Architect of Capitol has worked diligently and patiently with us to abate many smaller hazards and has developed a plan to tackle the larger problems around Capitol Hill. Although it will take time and energy to bring many of these historic buildings up to current standards, the goal of a safe and healthy workplace

that is accessible to the public is both attainable and well worth the effort.

The safety and health of congressional employees is critical to an efficient and responsible government. And the occupational risks posed on Capitol Hill are daunting. From ensuring employee safety during the large restoration project on the Capitol dome to resolving high lead levels found in the water of the House office buildings, the OOC is ready to work cooperatively with both employers and employees to ensure that the Hill is a safe place for workers and the public.

This year, the Board issued important regulations to fully implement the employment laws that Congress applied to Capitol Hill. In February 2016, we issued regulations pursuant to the Americans with Disabilities Act to govern public accessibility in buildings leased by the government, and to further ensure that employees can anonymously request an accessibility inspection. In June 2016, we issued regulations under the Family and Medical Leave Act, most notably extending military caregiver leave, and ensuring that same sex spouses are recognized under the FMLA in accordance with recent Supreme Court rulings.

We ask Congress to adopt these regulations, as they implement important workplace rights. Pursuant to our duty under the CAA, these regulations largely mirror Federal

regulations issued by the executive branch, except where there is good cause that they be altered to fit the needs of the legislative branch.

The OOC's unique dispute resolution program allows employees and employers to first work together under the guidance of our skilled mediators in an effort to reach agreeable settlement terms. Most cases are resolved in confidential mediation. But when necessary, the Board is well equipped to review the decisions issued by our experienced hearing officers and to issue legal rulings on the workplace rights afforded by the Congressional Accountability Act. The OOC Board decided several cases this year addressing workplace claims that ranged from hostile work environment to unfair labor practices.

For twenty years, the OOC has addressed the workplace concerns of congressional employees and employers regarding accessibility, inclusivity, and safety. This year we continue in our important mission: to advance workplace rights throughout the legislative branch.

Sincerely,

Barbara L. Camens



# A FOND FAREWELL FROM THE EXECUTIVE DIRECTOR



I am pleased to present the Office of Compliance's Annual Report for 2016. As I am retiring this year, this will be my last Annual Report and I want to reflect on the OOC's progress of implementing all the laws covering workplace rights and public access on Capitol Hill and in state and district offices. Since I first came to the OOC as Deputy Executive Director almost nine years ago, I have seen many important changes around Capitol Hill due to the work of the staff and Board of Directors of the OOC. Our inspectors have worked diligently to identify and assist in the remediation of safety and accessibility deficiencies. There are ramps today where there were once broken curbs, and there are enhancements throughout the Capitol campus to help people with sight and hearing impairments. Through the work of staff in coordination with our stakeholders, we have seen a significant reduction of health and safety and access violations over the last nine years.

Using our unique process of counseling and mediation, we have helped resolve scores of employee disputes. The Office has been privileged to work with talented counselors, mediators and hearing officers to establish an effective

and efficient employment dispute resolution program. At the OOC, we believe that education is the best way to prevent violations of workplace laws. We've worked hard this year to connect with employers and employees on Capitol Hill to make them aware of ways of managing workplace issues.

After the positive feedback from our first online interactive training module about sexual harassment, we are producing a new online training module about the Americans with Disabilities Act. We have also produced shorter informational videos introducing people to the OOC and to our administrative dispute resolution process.

In the last year, we have expanded our online presence to reach beyond our small office in the Adams Building. We have completely updated our website ([www.compliance.gov](http://www.compliance.gov)) with new information about the services we provide and the laws we cover. We have also given our Twitter feed a make-over (@LegBranch\_OOC) and have created a Facebook page. ([www.facebook.com/officeofcompliance](https://www.facebook.com/officeofcompliance))

Having worked in labor and employment law for my entire career, it has been truly rewarding to see the steps that the OOC has taken to help create a safe, inclusive, and accessible workplace on Capitol Hill. From inspecting and educating to adjudicating and making recommendations to Congress

on workplace issues, the OOC will continue to do its best to ensure that the Congressional Accountability Act of 1995 stays effective for years to come.

I have been fortunate to have had this rewarding experience at the OOC.

Sincerely,

A handwritten signature in dark ink, reading "Barbara J. Sapin". The signature is fluid and cursive, with the first name being the most prominent.

Barbara J. Sapin, Executive Director

# THE CONGRESSIONAL WORKPLACES COVERED BY THE CAA

The Congressional Accountability Act of 1995 protects over 30,000 employees of the legislative branch nationwide and provides protections and legal rights for members of the public with disabilities who seek access to legislative branch public accommodations and services.

Covered agencies include:



Congressional  
Budget Office



Government  
Accountability Office\*



House of  
Representatives



LIBRARY OF  
CONGRESS

Library of  
Congress\*



Office of the Architect  
of the Capitol



Office of  
Compliance



Office of Congressional Accessibility Services



Senate



United States  
Capitol Police



Office of the  
Attending Physician

*Certain provisions of the CAA do not apply to the Government Accountability Office and the Library of Congress; however, employees of those agencies may have similar legal rights under different statutory provisions and procedures.*

# ANNUAL NOTIFICATION OF RIGHTS TO COVERED LEGISLATIVE BRANCH EMPLOYEES

## YOUR RIGHTS IN THE CONGRESSIONAL WORKPLACE

As a legislative branch employee, you are protected by the Congressional Accountability Act of 1995 (CAA). To assert your rights under the CAA, you must file a Request for Counseling with the Office of Compliance (OOC) within 180 days of an alleged violation. Please visit [www.compliance.gov](http://www.compliance.gov) for further information about the rights and protections provided to congressional employees, or contact the OOC at (202) 724-9250 and ask to speak to a counselor. All counseling is strictly confidential.

**CAA Sec. 201**  
**Protection from Unlawful Discrimination**  
Prohibits harassment and discrimination in personnel actions based on race, color, national origin, sex, religion, age, and disability.

**CAA Sec. 202**  
**Family and Medical Leave**  
Provides rights and protections for employees taking or requesting leave for specified family and medical reasons.

**CAA Sec. 203**  
**Fair Labor Standards**  
Requires the payment of minimum wage and overtime compensation to nonexempt employees, restricts child labor, and prohibits sex discrimination in wages.

**CAA Sec. 204**  
**Polygraph Testing Protections**  
Except in certain circumstances, prohibits requiring or requesting that lie detector tests be taken; using, accepting, or inquiring about the results of a lie detector test; or firing or discriminating against an employee based on the results of a lie detector test or for refusing to take a test.

**CAA Sec. 205**  
**Notification of Office Closings and Mass Layoffs**  
Under certain circumstances, requires that employees be notified of an office closing or of a mass layoff at least sixty days in advance of the event.

**CAA Sec. 206**  
**Uniformed Services Rights and Protections**  
Protects employees who are performing service in the uniformed services from discrimination and provides certain benefits and reemployment rights.

**CAA Sec. 207**  
**Protection from Reprisal or Intimidation for Exercising Workplace Rights**  
Prohibits employing offices from intimidating, retaliating, or discriminating against employees who exercise their rights as applied in the CAA.

**CAA Sec. 210**  
**Access To Public Services and Accommodations**  
Protects members of the public who are qualified individuals with disabilities from being denied access to public services, programs, activities, or places of public accommodation in the legislative branch.

**CAA Sec. 215**  
**Hazard-Free Workspaces**  
Requires that all workplaces be free of recognized hazards that might cause death or serious injury.

**CAA Sec. 220**  
**Collective Bargaining and Unionization**  
Protects the rights of certain legislative branch employees to form, join, or assist a labor organization or to refrain from such activity.

**Title II GINA**  
**Genetic Information Nondiscrimination and Privacy**  
Prohibits the use of an employee's genetic information as a basis for discrimination in personnel actions.

**Sec. 4(c) VEOA**  
**Veterans' Employment Opportunities**  
Gives certain veterans enhanced access to job opportunities and establishes a redress system for preference eligible veterans in the event that their veterans' preference rights are violated.

## Overview

# IN THIS ANNUAL REPORT

On January 23, 1996, the Office of Compliance (OOC) first opened its doors, tasked with enforcing the Congressional Accountability Act of 1995 (CAA) by applying several important employment and discrimination laws from which Congress had previously been exempt. This Annual Report provides an overview of the dispute resolution program, the OOC's education efforts, and the results of thorough safety and health and accessibility inspections in Congress for FY2016.

### STATISTICAL DATA ON CONTACTS AND CASES

This Report provides statistics on the use of the Office by congressional employees, including the types of claims being brought against employing offices.

### EDUCATION AND TRAINING

This Report describes the Office's programs developed during FY2016 to train and educate members of Congress and legislative branch employees on their rights and responsibilities under the CAA.

### SAFETY AND HEALTH

This Report provides an overview of the risk-based inspections conducted during the 114<sup>th</sup> Congress.

### PUBLIC ACCESS

This Report provides an overview of the results of the OOC's inspections for compliance with the Americans with Disabilities Act (ADA).

### LABOR-MANAGEMENT RELATIONS

An overview of the General Counsel's responsibilities for investigating and enforcing violations of the labor laws incorporated in the CAA is provided in the Report.



The ADR program includes formal and informal counseling and required mediation.



# PUBLISHED BY THE OOC



**ADA BIENNIAL  
INSPECTION REPORT**



**COMPLIANCE@WORK: FMLA**



**STRATEGIC PLAN FY 2016-2018**



**NOTIFICATION OF RIGHTS**



**COMPLIANCE@WORK:  
WARN**



**COMPLIANCE@WORK:  
GINA**



**COMPLIANCE@WORK:  
USERRA**



**COMPLIANCE@WORK:  
LGBT DISCRIMINATION**



**COMPLIANCE@WORK:  
INTRO TO OOC**



**COMPLIANCE@WORK:  
STATE OF UNIONS**



**COMPLIANCE@WORK:  
AGE DISCRIMINATION**



**COMPLIANCE@WORK:  
WOMEN'S HISTORY**



**FAST FACTS: SAFETY QUIZ**



**FAST FACTS: EXIT SIGNS**



**FAST FACTS: DAISY CHAINS**



**FAST FACTS: STORAGE**



**2015 ANNUAL REPORT**

## AND MORE...

- SUMMARY OF VETERANS' PROTECTIONS
- FAST FACTS: CHEMICALS
- COMPLIANCE@WORK: RESOLVE TO KEEP A SAFE OFFICE
- FAST FACTS: OFFICE CHECKLIST

- COMPLIANCE@WORK: DEVELOPMENTAL DISABILITIES
- BROWN BAG LUNCH SERIES: UNFAIR LABOR PRACTICES
- BROWN BAG LUNCH SERIES: RETALIATION

# WHAT WE DO: THE DISPUTE RESOLUTION PROCESS

## RESOLVING DISCRIMINATION, HARASSMENT, AND OTHER EMPLOYMENT DISPUTES IN THE LEGISLATIVE BRANCH

The Congressional Accountability Act (CAA) establishes an Administrative Dispute Resolution (ADR) program to resolve certain workplace claims filed under the CAA, including claims of employment discrimination, and violations of employee rights to overtime pay, family and medical leave, and other rights made applicable to the legislative branch. The ADR program, described more fully on pages 15–20 of this Report, is an efficient and effective way to resolve employment disputes that arise in Congress, as well as in the congressional instrumentalities. Due to the program's mandatory counseling and mediation processes, many controversies were successfully resolved during FY2016 without formal adversarial proceedings. The OOC continues to work with the covered community to encourage compliance with the CAA, and to promote fair, effective, and efficient methods to settle workplace disputes.



To pursue a claim under the CAA, employees, former employees, and applicants must initiate a claim within 180 days of an alleged violation of the CAA.

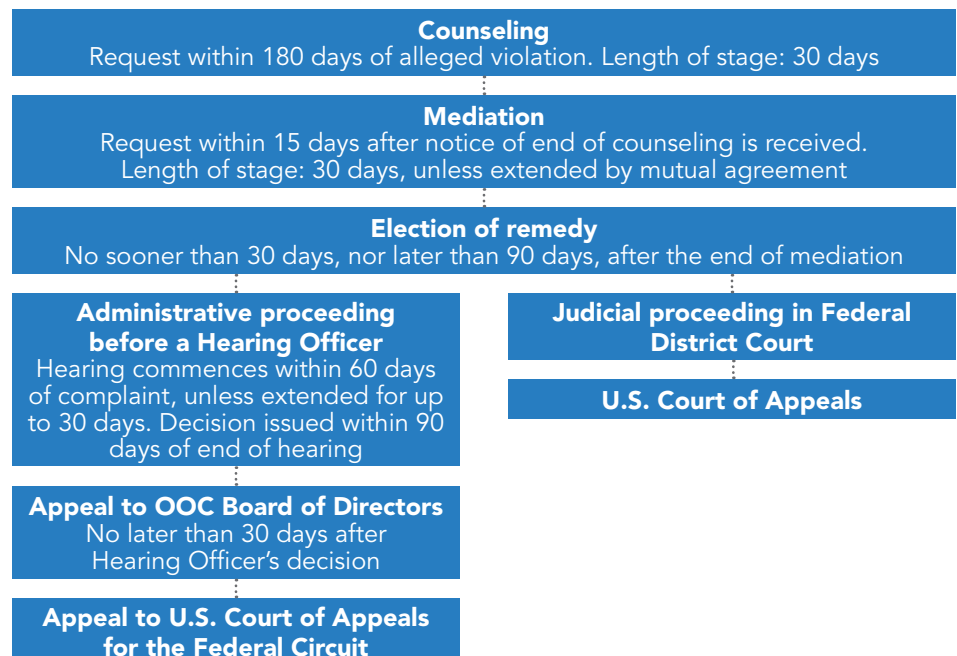
The CAA provides a 180-day time limit for an employee, applicant, or former employee to initiate a claim with the OOC by requesting counseling in writing. If confidential counseling does not resolve the matter, an employee may pursue their claim through mediation with their employing office, which is facilitated by a trained mediator appointed by the OOC. If the parties involved are not able to resolve their dispute through confidential mediation, an employee may either pursue an administrative hearing with the OOC or file a civil suit in Federal court.

At any time during the administrative hearing process, while the parties are engaged in hearing preparations, they have the option to settle the matter. If either the employee or the employing

office is dissatisfied with the final decision of the hearing officer, a request may be made to have the hearing officer's decision reviewed by the five-member Board of Directors of the OOC. A party dissatisfied with the decision of the Board may file a petition for review of the decision with the U.S. Court of Appeals for the Federal Circuit. If, instead of filing a request for an administrative hearing, the employee files a civil suit in Federal district court, an appeal of that decision would proceed under the rules of the appropriate U.S. Court of Appeals.

The process outlined above does not apply to employees of the Library of Congress or the Government Accountability Office. However, those employees may contact the OOC confidentially should they have questions.

### DISPUTE RESOLUTION PROCESS FOR MOST TYPES OF CLAIMS



# About the OOC

## WHAT WE DO: SAFETY & HEALTH

### ENSURING A SAFE AND HEALTHY CONGRESSIONAL WORKPLACE

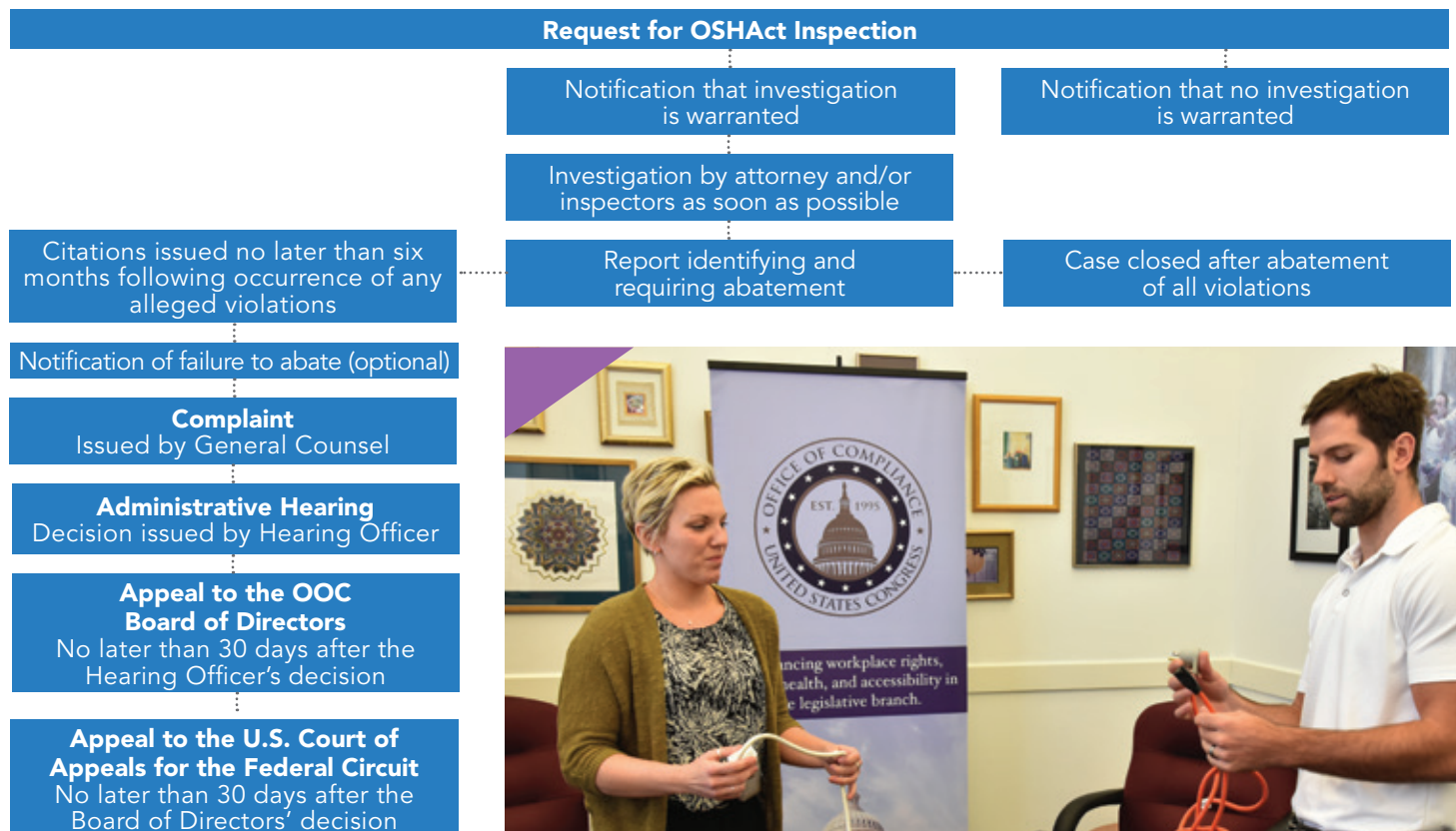
Under the CAA, the legislative branch must comply with the OSHAct and its standards requiring that the workplace be free from recognized hazards that are likely to cause death or serious injury. The General Counsel (GC) of the OOC inspects congressional properties biennially for such violations and reports them to the Speaker of the House and

President Pro Tempore of the Senate. The OOC also provides information and technical assistance to employing offices that are responsible for abating workplace hazards.

The CAA provides that a congressional employee or employing office may file a Request for Inspection to determine if a dangerous working condition exists. The General Counsel is responsible for investigating the suspected unsafe working condition. When an investigation reveals a

hazardous working condition, the GC may issue a notice or citation to the employing office that has exposed employees to the hazard and/or to the office responsible for correcting the violation. The office or offices are then responsible for remedying the hazard. If a hazardous condition is not corrected despite the issuance of a citation, the General Counsel can file an administrative complaint with the OOC and seek an order mandating the correction of the violation.

### ADMINISTRATIVE PROCESS FOR ALLEGED VIOLATIONS OF OSHACT (Request for Inspection Only)





# WHAT WE DO: AMERICANS WITH DISABILITIES ACT



The Capitol Hill complex includes 18 million square feet of buildings and grounds.

**"I want to first thank you for doing this kind of work empathizing with our difficulties in mobility . . . I had a great trip and no difficulty in touring the Capitol and most of all the sites in D.C. Elevators are there when I needed, and tour guides were helpful about when to take the elevator and how to meet with them to resume the tour."**

**—Dr. Sophia Apple, Capitol Hill visitor,**  
Fall 2016

## ENSURING ACCESS TO SERVICES AND ACCOMMODATIONS

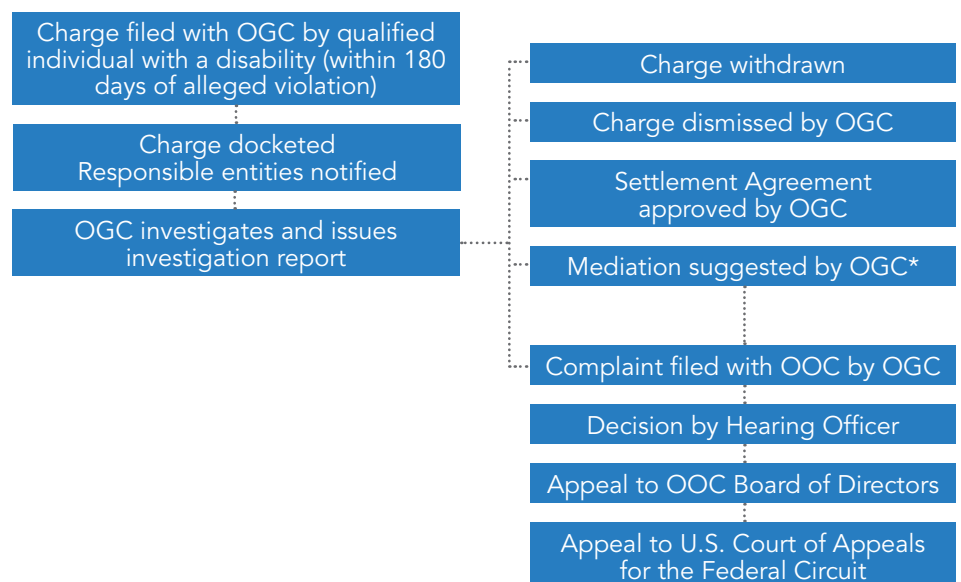
Section 210(f)(2) of the CAA requires that the General Counsel of the OOC inspect employing office facilities in the legislative branch for compliance with the rights and protections against discrimination in the provision of public services and accommodations for people with disabilities, established by Titles II and III of the Americans with Disabilities Act (ADA).

The CAA also provides that members of the public may file charges of discrimination alleging public access

violations under the ADA. If an investigation reveals that a violation occurred, the General Counsel may request mediation to resolve the dispute or may file an administrative complaint with the OOC against the entity responsible for correcting the alleged violation.

This year, the Board of Directors published new regulations and guidance on implementing the provisions of the ADA as applied by the CAA, relating to public services and accommodations. These regulations were published on February 3, 2016, and can be found on the OOC's website.

## DISPUTE RESOLUTION PROCESS FOR ALLEGED VIOLATIONS OF ADA ACCESSIBILITY LAWS



*\*Mediation is not mandatory*



# WHAT WE DO: LABOR-MANAGEMENT RELATIONS

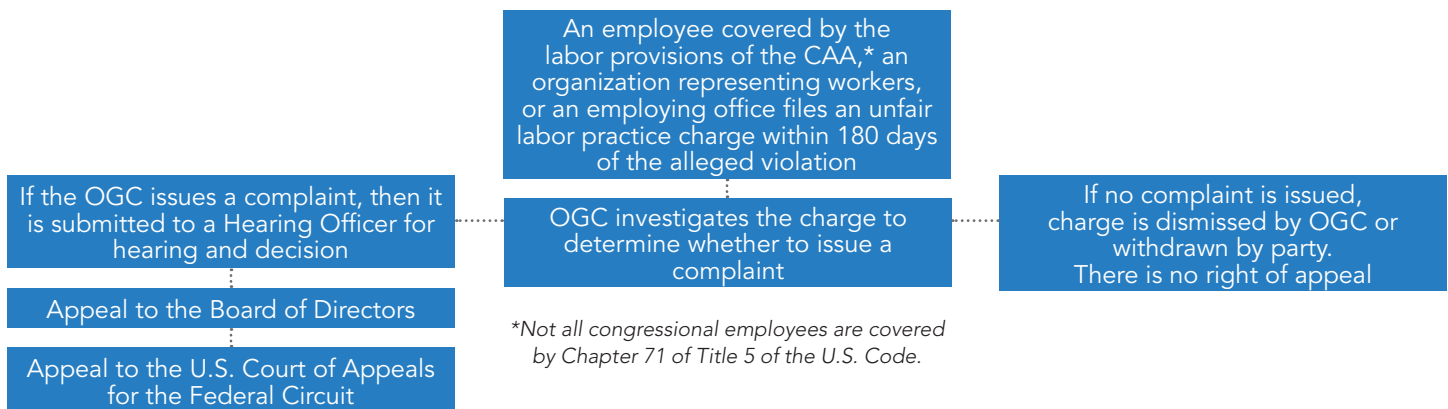
## CONDUCTING REPRESENTATION ELECTIONS AND RESOLVING UNFAIR LABOR PRACTICE DISPUTES

The CAA grants some legislative branch employees collective bargaining rights under Chapter 71 of the Federal Service Labor-Management Relations Statute. The CAA protects employees' rights to form, join, or assist a labor organization without fear of penalty or reprisal. It also protects those who choose not to join or participate in a labor organization.

The Board of Directors of the OOC has the authority to issue final decisions on union representation and election issues, questions of arbitrability, and exceptions to an arbitrator's award. The Board also serves as the appellate body that issues decisions on unfair labor practice complaints. The General Counsel is responsible for investigating allegations of unfair labor practices and prosecuting those complaints before a hearing officer and the Board.

The Board also serves as the appellate body that issues decisions on unfair labor practice complaints.

## ADMINISTRATIVE PROCESS FOR ALLEGED VIOLATIONS OF FEDERAL LABOR LAWS



The Office of the General Counsel is responsible for investigating allegations of unfair labor practices.



# WHAT WE DO: EDUCATION AND TRAINING

**“The best way to prevent harassment and discrimination in the workplace is through education. That’s why the Congressional Budget Office is dedicated to working with the Office of Compliance to educate our employees and managers about their rights and responsibilities under the Congressional Accountability Act.”**

—**Stephanie Ruiz**, Deputy CAO,  
Director of Human Resources,  
Congressional Budget Office

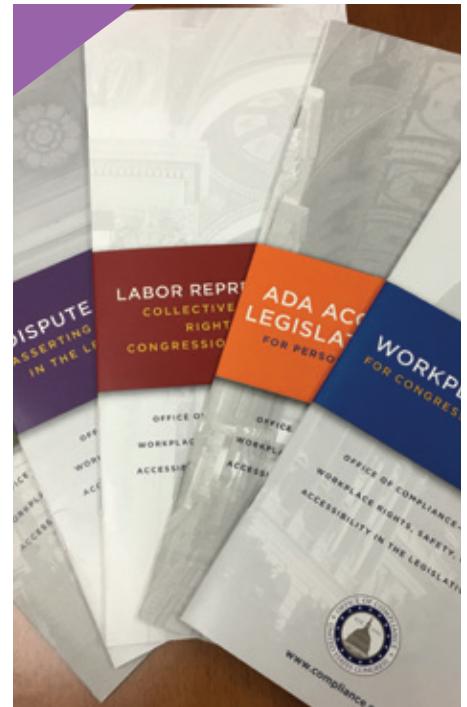
**“I didn’t know a lot about the Office of Compliance. I knew it existed, but didn’t have a lot of information on what they do. This was very informative.”**

—**House Staff Member** (survey  
response from Congressional  
Research Service District/State  
Institute July 2016)

## PROVIDING CLEAR GUIDANCE ON THE CAA

In order to further the goals of the Congressional Accountability Act, Congress recognized that Capitol Hill would need clear guidance regarding the CAA and the laws it incorporates. As described below, Congress mandated that the OOC educate legislative branch employers on their responsibilities and inform employees of their rights as outlined in the law. Training for new employees on their rights under the CAA is essential to a safe and efficient workplace. Regular training on workplace rights increases staff retention and staff productivity while decreasing costly lawsuits and regulatory violations. The best way to protect workers’ rights is to stop violations before they happen, and the best way to prevent violations is through education.

The OOC recommends that supervisory employees receive training shortly after starting employment on the requirements and employer responsibilities for laws incorporated by the CAA, such as Title VII of the Civil Rights Act, the Family and Medical Leave Act, the Americans with Disabilities Act, and the Uniform Service Employment and Reemployment Rights Act. Because the law and regulations regarding these laws can often change, this training should be updated at least every two years. Non-supervisory employees should receive training to understand what constitutes discrimination and how to eliminate discriminatory behaviors from the workplace.



All training materials and resources of the OOC are available [online](#).

Workplace research in both the public and private sectors consistently has found that a comprehensive anti-discrimination/harassment training program is the single most effective way to change both behavior and attitudes of employees within an organization. While many managers may believe that increasing training and awareness in a workforce will create more complaints, the data actually show that the number of complaints decreases because there is greater understanding of discrimination and harassment and a stronger commitment to safeguarding the workplace from illegal or inappropriate behavior.

The OOC commends those offices that have voluntarily posted the Notification of Rights in their workplaces and worked important anti-discrimination training into the framework of their employee education and enrichment programs. Updating employees on their rights and responsibilities is important as discrimination law continues to develop. The OOC is happy to help any office wishing to help educate and train its employees on discrimination as well as their rights and responsibilities under the CAA.

## IN-PERSON TRAINING

In 2016, the OOC rolled out its new Brown Bag Lunch series. The series was designed by the General Counsel (GC) to inform legal counsel of the legislative branch agencies about the latest legal developments under the laws applied by the CAA. During these sessions, the GC would discuss recent cases and regulations over lunch. Outlines from each of these lunches can be found on our blog. They included:

with 20–30 people per class and in seminar-style sessions presented an overview of the CAA. They discussed the current definitions of harassment, retaliation, reasonable accommodations, and dispute resolution within the back drop of the legislative branch. Participants were eager to understand the laws and recognized that education and awareness would eventually influence best practices and behaviors in the workplace.

As a regular presenter at the Congressional Research Service’s District/State Staff Institute (DSSI) conferences, the OOC has an opportunity to connect with hundreds of congressional staffers who live and work outside of Capitol Hill.

When CRS surveys were conducted after the OOC’s presentations, close to 100 percent of the district staff attending the trainings either “agreed” or “strongly agreed” that useful information was presented clearly; that

**“The Office of Compliance has helped us learn the roles that both employees and employers play in protecting employment rights.”**

—**Susan Reider**, Chief, Employee and Labor Relations Branch, Human Capital Management Division, Architect of the Capitol



The OOC provides customized in-person training to meet the needs of all offices.

GENERAL COUNSEL BROWN BAG LUNCH SERIES	
<b>June 22, 2016</b>	Family and Medical Leave Act and Regulations Adopted by the Board of Directors
<b>July 20, 2016</b>	ADA Reasonable Accommodations and Reasonable Modification
<b>August 24, 2016</b>	Retaliation Cases Under the Congressional Accountability Act for Protected Activity
<b>September 21, 2016</b>	Veterans’ Rights and Protections in the Legislative Workforce
<b>October 19, 2016</b>	Unfair Labor Practice Process and Procedure under the Congressional Accountability Act

The OOC also was pleased to work with the Congressional Budget Office from May through August to provide in-person training to their managers and EEO counselors. Training included an overview of the Congressional Accountability Act processes as well as a review of recent developments in the laws’ interpretations. OOC staff met

speakers were responsive to questions; and that they understood the topic better than before they attended the session. Participants overwhelmingly said they would recommend the session to others. OOC values its opportunities to engage with legislative branch employees and employers and hopes to continue providing in-person training in 2017.

**“I’m happy to help with the Office of Compliance’s online training module about the Americans with Disabilities Act. It’s an important educational tool to help create a more inclusive environment on Capitol Hill.”**

—**Rep. Jim Langevin (RI-2)**



Even a short investment of time can help an employing office maintain compliance with workplace laws and promote an inclusive and respectful working environment.



### ONLINE TRAINING AND MATERIALS

Even a short investment of time can help an employing office maintain compliance with workplace laws and promote an inclusive and respectful working environment. Where resource constraints, busy schedules, or locations outside of DC may make in-person training impractical, the OOC's web-based training programs can be used as part of an effective and efficient training program.

The OOC completed its first online interactive training module in 2015. Titled "Preventing Sexual Harassment in the Workplace," the course is intended to foster a safe and productive work environment by training employees on what behavior is considered sexual harassment, how to prevent sexual harassment, and what to do if they see or experience sexual harassment. Preventing sexual harassment in the workplace will save time and money, protect employees, and preserve office morale.

In early 2017, the OOC expects to launch a second online interactive training module about reasonable accommodation under the Americans with Disabilities Act. The module teaches employees the definition of a disability, the process to receive a workplace accommodation under the ADA, and explores medical privacy issues involved with the ADA.

Learning more about the ADA and reasonable accommodations in the workplace can help employers and employees recognize their rights and responsibilities and create a more welcoming and inclusive workplace.

Later in 2017, the OOC will produce a training module on the Family and Medical Leave Act in an effort to expand the OOC Online Academy. The OOC looks forward to continuing to assist Congress and the legislative branch agencies in providing the necessary resources and information to administer the Congressional Accountability Act.

There are approximately 30,000 legislative branch employees, including 15,000 congressional staff on Capitol Hill and in state and district offices.





# STATISTICAL DATA ON THE ADR PROGRAM

## ADMINISTRATIVE DISPUTE RESOLUTION PROGRAM FOR FY2016

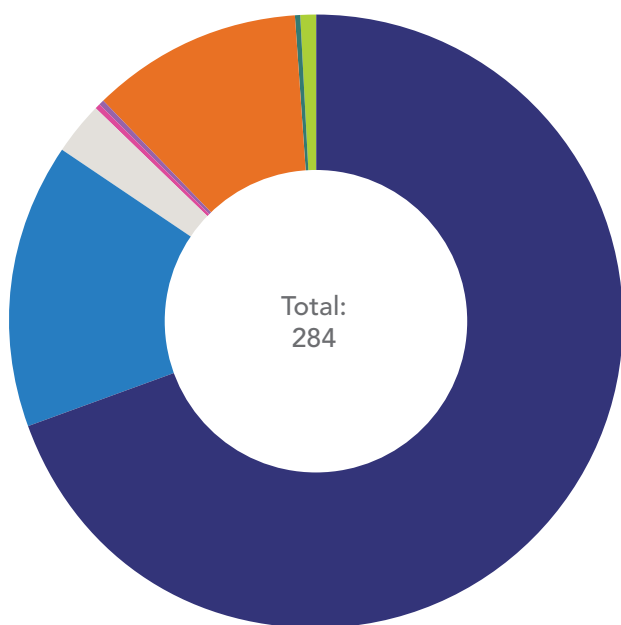
This section discusses the number and types of claims made by covered employees who engage in the Administrative Dispute Resolution (ADR) program and the outcome of those proceedings.

The CAA requires the OOC to provide statistical data to Congress on “the number and type of contacts made with the Office, on the reason for such contacts, on the number of covered employees who initiated proceedings with the Office . . . and the result of such proceedings, and on the number

of covered employees who filed a complaint, the basis for the complaint, and the action taken on the complaint.” See [Section 301\(h\)\(3\)](#).

The OOC’s ADR confidential program resolves most claims filed under the CAA. The process includes

providing covered employees with confidential information about the rights of an employee, counseling, mediation, an administrative hearing, and an appeal process. Covered employees under the CAA include current and former employees, as well as applicants for employment.

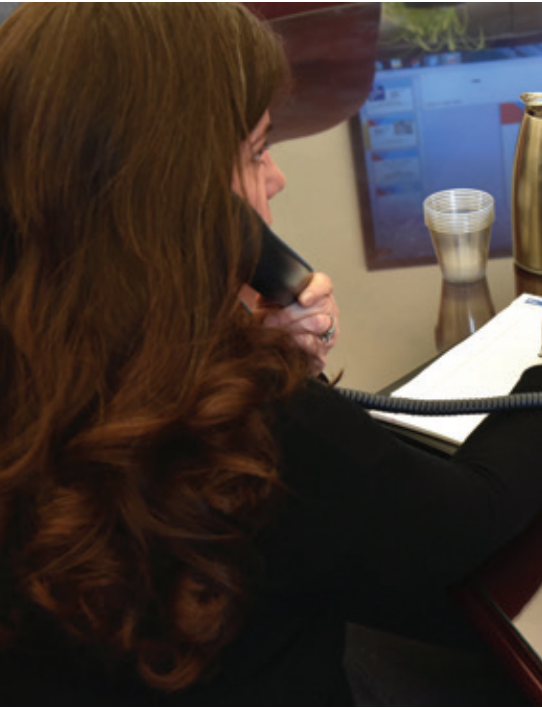


### GENERAL INFORMATION REQUESTS BY SECTION OF LAW UNDER THE CAA

*(A single contact may allege a violation of more than one section of the CAA)*

- 201—Title VII and Discrimination (198)
- 202—FMLA (42)
- 203—FLSA (8)
- 204—Polygraph Protection Act (1)
- 206—USERRA/VEOA (1)
- 207—Reprisal (31)
- 210—ADA Public Accommodation (1)
- 215—OSH (2)

## STATISTICAL DATA ON THE ADR PROGRAM



General inquiries made to the OOC do not initiate the formal dispute resolution process and, to protect an individual's right to seek guidance without fear of reprisal, all inquiries are kept private and confidential.

Providing informal advice and information to a covered employee gives the OOC an opportunity to directly address a particular issue and work with the employee to obtain an early resolution to a dispute. Sometimes, a dispute can be resolved by clarifying the individual's rights and responsibilities under the CAA, or by explaining how a relevant

provision of the CAA applies to their issue. The OOC will assist an employee in understanding how the law applies to the facts of their dispute, and may suggest ways to resolve their claim by either addressing concerns directly to their employer without initiating formal proceedings, or by utilizing the ADR process under the CAA.

### FY2016 ADR PROCEEDINGS AT A GLANCE

49	New requests for counseling filed
12	Claims resolved during counseling
42	New requests for mediation filed
36	Claims resolved during mediation
15	ADR complaints filed
13	Hearing Officer decisions issued
19	Total formal settlements during ADR
10	Hearing Officer decisions appealed to the Board
4	Board decisions issued resolving (six) ADR cases
1	Board decision appealed to the Federal Circuit

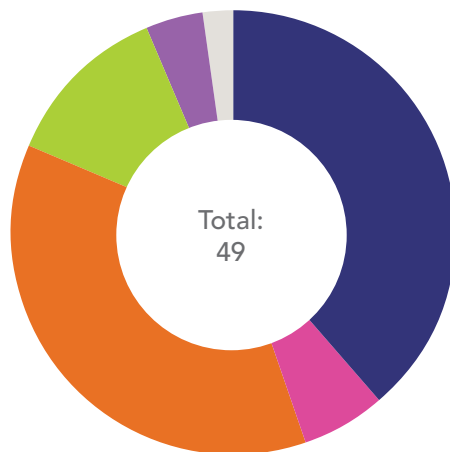
The ADR program resolves most claims filed under the CAA.



## COUNSELING UNDER THE CAA

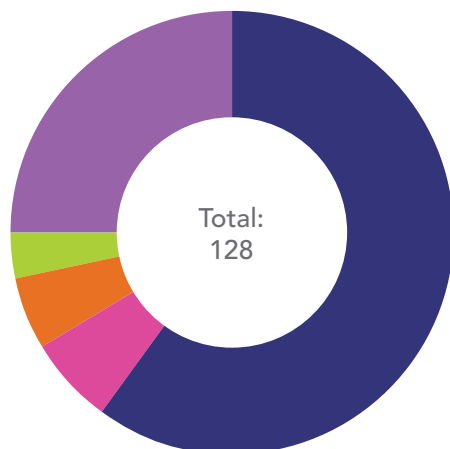
Confidential counseling is the first step in the formal dispute resolution process. During counseling, an OOC counselor meets with the employee to discuss their concerns and the situation that gave rise to their claim. The counselor also provides the employee with information on the requirements under the law and the OOC procedures. The employing office is not notified by the OOC that the employee has filed a request for counseling because counseling between the employee and the OOC is strictly confidential.

To formally assert and preserve a claim, a covered employee must file a formal request for counseling within 180 days of the alleged violation. Claims may be resolved during the counseling phase—by settlement, withdrawal, or a decision by the employee not to pursue a matter further.



REQUESTS FOR COUNSELING  
FILED AGAINST ALL  
EMPLOYING OFFICES

- AOC (19)
- USCP (18)
- House (6)
- OOC (3)
- Senate (2)
- OAP (1)



REQUESTS FOR COUNSELING BY  
SECTION OF THE CAA

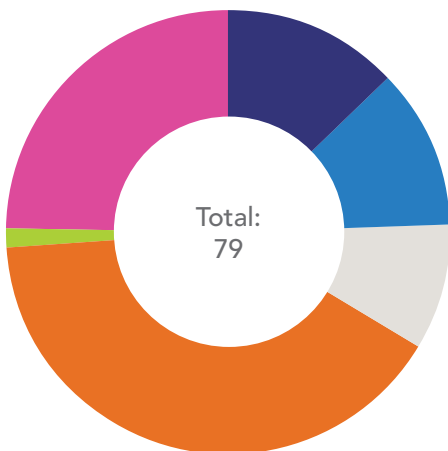
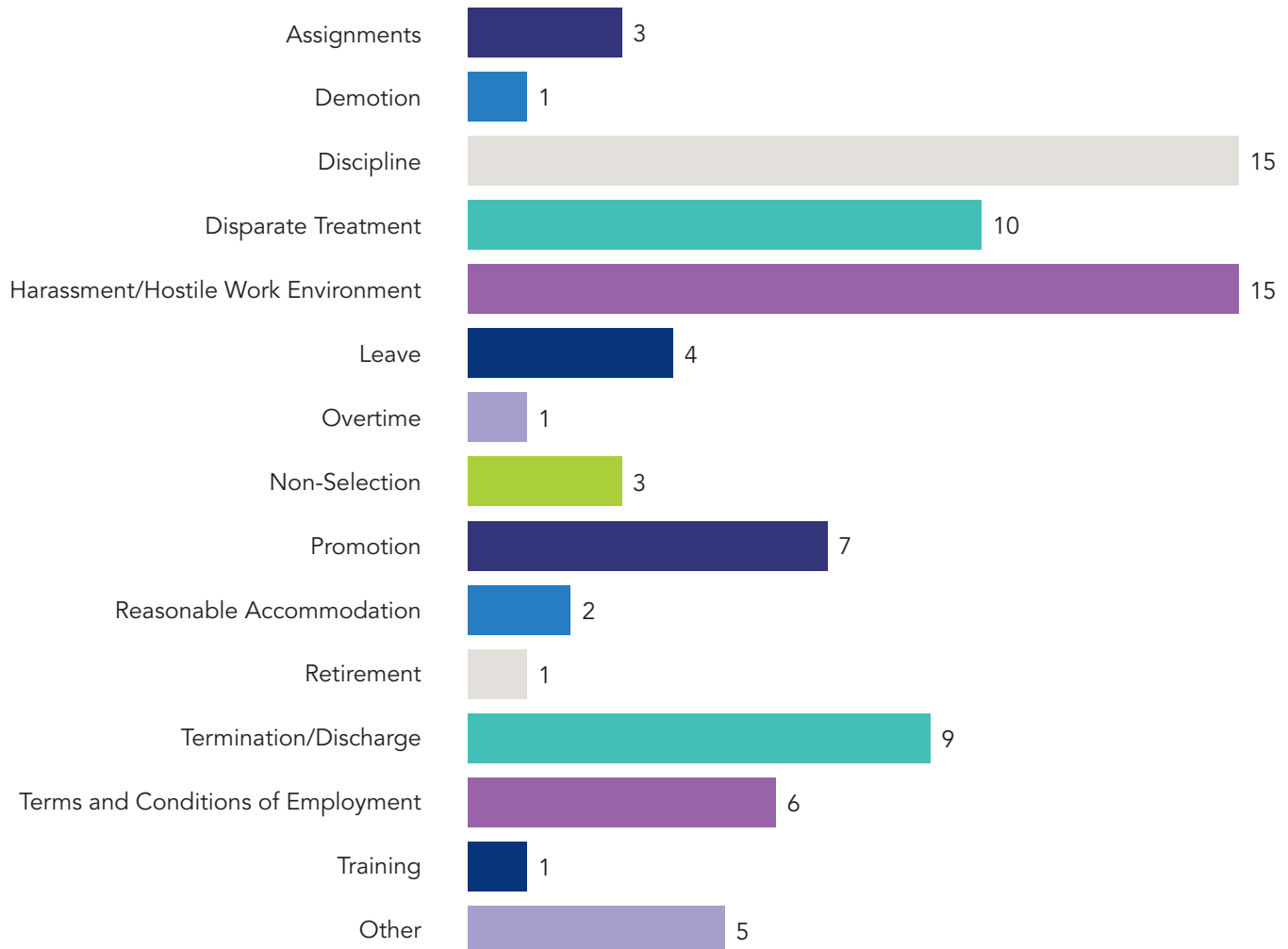
*(A single request for counseling may allege a violation of more than one section of the CAA)*

- 201—Title VII and Discrimination (77)
- 202—FMLA (8)
- 203—FLSA (7)
- 206—USERRA/VEOA (4)
- 207—Reprisal (32)

## STATISTICAL DATA ON THE ADR PROGRAM

### WORKPLACE ISSUES RAISED WITH THE OOC BY EMPLOYEES IN COUNSELING

(A single request for counseling may involve more than one issue)



### SECTION 201 CLAIMS OF DISCRIMINATION AND/OR HARASSMENT LISTED BY PROTECTED CATEGORIES

- Age (10)
- Disability (9)
- National Origin (7)
- Race/Color (31)
- Religion (1)
- Sex/Gender/Pregnancy (19)





Resolving cases during mediation can save the parties from burdensome litigation.

**Mediation is strictly confidential. Most cases that move into the mediation phase are resolved.**

parties to revisit negotiations later in the process. Resolving cases during mediation can save the parties from burdensome litigation, which can be expensive, time consuming, and a drain on resources and workplace productivity. Also, the cases are resolved confidentially and privately.

In FY2016, a total of 65 cases went through the mediation process. Some matters carried over in mediation from the previous year, and 42 new requests for mediation were filed.

### **ADMINISTRATIVE HEARINGS/ COURT PROCEEDINGS**

An administrative hearing is the third step in the dispute resolution process. If parties fail to resolve their dispute in mediation, the employee may file an administrative complaint with the OOC and the case will be decided by a Hearing Officer in a confidential setting, or the employee can file a lawsuit in Federal District Court where the case would be a matter of public record.

In FY2016, covered employees filed 15 administrative complaints with the Office of Compliance, seven matters were pending in hearing from the previous fiscal year, and three civil suits, were filed in Federal District Court.

### **ADMINISTRATIVE COMPLAINT PROCEEDINGS**

<b>3</b>	Complaints formally settled
<b>14</b>	Hearing Officer decisions issued
<b>1</b>	Case pending in hearing going into FY2017

### **MEDIATION UNDER THE CAA**

Confidential mediation is the second step in the dispute resolution process. An employee may request mediation only after completing confidential counseling. Mediation is strictly confidential. Most cases that move into the mediation phase are resolved. Again, some cases settle, some are

withdrawn, and some are resolved when the mediated discussions clarify for the parties the issues that gave rise to the dispute. When a case proceeds to mediation, the employing office is notified about the claim and the parties attempt to settle the matter with the assistance of a neutral mediator appointed by the OOC. Even if mediation initially fails to settle the matter, it is not uncommon for the

### BOARD OF DIRECTORS

The Board of Directors of the Office of Compliance (OOC) is comprised of five members appointed by the joint leadership of the House of Representatives and the Senate. The Board members come from across the United States and are chosen for their expertise in employment and labor law. Their full biographies appear on the OOC website [www.compliance.gov](http://www.compliance.gov).



Decisions by the Board of Directors set legal precedent for the interpretation and application of workplace rights in the legislative branch.

As the OOC appellate body, the Board decides matters on review from hearing officers' rulings on such issues as age, race, disability, and veterans' status. The Board also reviews exceptions to arbitrators' awards filed pursuant to the labor-management provisions of the CAA. While the OOC works with its congressional oversight committees, the CAA explicitly prohibits oversight with respect to the disposition of individual cases[.] 2 U.S.C. 1381(i).

#### PETITIONS FOR BOARD REVIEW IN FY2016 (includes ADR and Labor-Management appeals)

6	Cases pending before the Board at the beginning of FY16
12	Cases appealed to the Board
7	Board decisions issued
9	Matters pending before the Board
1	Board decision appealed to the Federal Circuit

In FY2016, the Board of Directors of the Office of Compliance reviewed 18 decisions of hearing officers, and issued seven (7) decisions resolving six (6) ADR cases and three (3) Labor Relations matters. Nine (9) matters were pending before the Board at the end of FY16. A decision of the Board on three (3) consolidated cases was appealed to the Federal Circuit.

In addition to deciding cases appealed to the Board through the ADR process, the Board issued three decisions resolving labor-management matters. One case involved exceptions to an arbitration award.

A petition for review of a negotiability issue may be filed with the Board by an exclusive representative in collective bargaining. During collective bargaining, issues arose between an employing office and the exclusive representative. As a result, the representative filed 5 negotiability appeals with the Board seeking determinations as to whether the duty

to bargain extends to specific proposals. Those appeals remain pending.

The Executive Director of the OOC is responsible for processing representation petitions filed by labor organizations seeking to represent covered employees. In FY2016, the Executive Director issued a decision and order dismissing a unit clarification petition filed by a labor organization seeking to include a division of employees previously excluded from a bargaining unit.

The Board is responsible for adopting for congressional approval substantive regulations implementing workplace laws under the CAA. Following a notice and comment period, on February 3, 2016, the Board adopted and issued for congressional approval final substantive regulations implementing the ADA public access provisions of the CAA. And on June 22, 2016, the Board adopted and issued for approval substantive regulations for the Family and Medical Leave Act provisions of the CAA. The Board awaits congressional approval of these regulations. Without congressional approval, the Board-adopted regulations will not go into effect.

# REPORT OF THE OFFICE OF THE GENERAL COUNSEL FY2016

The General Counsel of the OOC is responsible for matters arising under three sections of the CAA: Section 215 (Occupational Safety and Health Act of 1970), Section 210 (Public Services and Accommodations under the Americans with Disabilities Act of 1990), and Section 220 (Unfair Labor Practices under Chapter 71 of Title 5, United States Code).

## OCCUPATIONAL SAFETY AND HEALTH ACT

This section of the Annual Report is a preview of some of the information that will be included in the Office of Compliance's report on occupational safety and health inspections conducted during the 114th Congress, which will be released in calendar year 2017.

The General Counsel of the OOC exercises the authorities granted to the Secretary of Labor under the OSHAct to inspect and investigate facilities where legislative branch employees are working. The General Counsel may issue findings and citations to employing offices for violations of OSH standards and file complaints with the OOC's Executive Director against employing offices if hazards have not been abated. The General Counsel also assists the Board of Directors of the OOC to draft, propose, and adopt substantive regulations which must be the same as those issued by the Secretary of Labor except where modifications would be more effective for implementing the OSHAct in the legislative branch.

OSH specialists in the Office of the General Counsel conduct biennial inspections which are summarized in a biennial report. OSH specialists and attorneys in the Office of the General Counsel investigate OSH issues raised in requests for inspection and provide technical assistance to employing offices. The CAA requires that, at least once each Congress, the General Counsel conduct inspections of all facilities covered in the CAA. Beginning with the 112th Congress, the General Counsel moved to a risk-based OSH inspection program that focuses on inspecting and abating higher-risk hazards that pose the greatest risk of injury and death to employees.

In August 2015, the General Counsel issued a report on the inspections from the 112th and 113th Congresses detailing the types of hazards found during the inspections as well as the employing offices' progress in abating those hazards. This was the first report describing findings from the higher-hazard OSH inspection program.

Among other improvements to the inspection process, the inspections during the 112th and 113th Congresses included more facilities and an increase in the number of inspections conducted while employees were actually working. Observation of ongoing work operations often reveals hazards that could not be discovered otherwise. The inspections also featured a greater focus on bringing safety and health programs into compliance with the OSH standards.



OOC inspectors conduct occupational safety and health inspections.

**The OOC is responsible for enforcing the Occupational Safety and Health Act of 1970 (OSHAct) in the legislative branch. In the Washington, DC metropolitan area alone, legislative branch properties cover over 18 million square feet. Over 30,000 employees occupy legislative branch facilities across the country, and millions of people visit the Capitol Complex each year.**





The U.S. Capitol Visitor Center and Capitol Hill campus welcome 3 to 5 million visitors each year.

### Observation of ongoing work operations often reveals hazards that could not be discovered otherwise.

In FY2016, the OSH specialists continued their inspections for the 114th Congress. These inspections again focused on higher-hazard areas, as well as special interest areas such as Members' offices, day care facilities, the Senate Page Dorm and School, and hearing rooms. In FY2016, staff inspected numerous locations within the House and Senate Office Buildings, the United States Capitol Building, the Capitol Visitor Center, the United States

Botanic Garden facilities, and Library of Congress facilities. A total of 78 facilities were inspected during this Congress, compared with 68 in the 113th Congress. Among the facilities inspected for the first time during this Congress was the Thomas P. O'Neill, Jr. Federal Building, a former laboratory for the Food and Drug Administration that was remodeled for use by the U.S. House of Representatives and others. Finally, the OOC continued to evaluate all programs required under the OSH standards, including hazard communication, respiratory protection, personal protective equipment, permit-required confined spaces, and others.

Our inspections during the 114th Congress also included verification of the abatement status of the most serious hazards identified during the 113th Congress. In opening conferences conducted with employing offices, the OOC provided a list of all open findings identified in our Facility Management Assessment database, and enlisted the assistance of employing offices to provide abatement status updates for all findings that were shown as open. The office also continued to inspect newly occupied or renovated facilities.

For the 114th Congress, the OOC, in partnership with the National Safety Council, will be issuing Safety Recognition Awards to those Member offices which were found to be hazard-free during the OSH inspection. One or two Safety Advocate awards will also be presented to recognize individuals who have made substantial contributions to improving safety in legislative branch facilities. For remote legislative facilities, such as district and state offices, the OOC

will continue to provide technical assistance by responding to questions about possible workplace hazards and by providing guidance on how to conduct self-inspections. The OOC is also providing more guidance online at [www.compliance.gov](http://www.compliance.gov).

Among the fifteen requestor-initiated inspections opened in FY2016, the General Counsel worked with representatives of the AOC on twelve, with concerns including lead in the drinking water, possible exposures to lead debris and asbestos, egress issues, indoor air quality concerns, occupational noise levels, and pest control. Two requests, one involving compact storage and one involving floor loading and egress, required the participation of both the AOC and the Library of Congress. Four requests involved the U.S. Capitol Police, including concerns over the safety of the indoor firing range (which also involved the AOC), training of the USCP HAZMAT responders, and cold stress. During FY2016, the OOC closed one of those newly-opened cases along with four others from previous years. The OOC also received seven inquiries regarding safety and health concerns that did not become cases, either because the issue was not within our jurisdiction or because OOC staff were able to quickly resolve the matter by providing technical assistance.

In FY2016, to help address the fire and life safety hazards in the Russell Senate Office Building, the office worked with the AOC and the Senate to develop a plan to address fire safety hazards in this historically significant building. The OOC also monitored the AOC's progress on the plans the office has approved to address the fire safety hazards in the Cannon, U.S. Capitol, and Library of Congress buildings.



## AMERICANS WITH DISABILITIES ACT (ADA)

This section of the Annual Report is a preview of the information that will be included in the Office of Compliance's 114th Congress Biennial Report on Americans with Disabilities Act Inspections Relating to Public Services and Accommodations, which will be released in 2017.

Section 210 of the CAA provides rights under the ADA relating to public services and accommodations on Capitol Hill.

The CAA requires the General Counsel, on a regular basis, and at least once each Congress, to inspect the facilities of each office of the Senate, each office of the House of Representatives, each joint committee of Congress, the Office of Congressional Accessibility Services, the Capitol Police, the Congressional Budget Office, the Office of the Architect of the Capitol, the Office of the Attending Physician, and the Office of Compliance, to ensure compliance with the rights and protections against discrimination in public services and accommodations established under Titles II and III of the ADA.

To conduct these inspections, the General Counsel uses contractors from Evan Terry Associates, as well as some of the same OSH specialists who conduct OSHAct inspections. The OSH specialists may report obvious ADA issues observed during an OSHAct inspection, and also conduct joint ADA and OSH inspections when this will be more efficient. The ADA inspection for the 114th Congress covered the entrances to legislative branch facilities and the accessible pathways from the entrances of the facilities to the major function areas, as well as restrooms. OOC also looked at ADA access issues in the public areas of Members'

offices as part of the OSH inspection of those offices. During FY2016, ADA inspections were conducted in the Hart, Dirksen, and Russell Senate Office Buildings and in the Cannon and Rayburn House Office Buildings.

On February 3, 2016, the OOC Board formally adopted ADA regulations and published them in the Congressional Record. These regulations are now awaiting congressional approval.

During FY2016, the Office of the General Counsel investigated two constituent complaints involving ADA access issues, and successfully resolved both of them with the cooperation of the employing offices involved. One complaint involved access issues with a website and the other involved access to concerts conducted outside of the U.S. Capitol. The OOC also received five inquiries regarding ADA compliance issues that did not become cases, either because the issue was not within the OOC's jurisdiction or because staff was able to quickly resolve the matter by providing technical assistance.

**On February 3, 2016, the OOC Board formally adopted ADA regulations and published them in the Congressional Record. These regulations are now awaiting Congressional approval.**

ADA inspections conducted by the OOC include reviewing exterior pathways.





Many employees of the Capitol Police, and certain employees of the House of Representatives and the Senate, are represented by labor organizations.

### UNFAIR LABOR PRACTICES

Section 220 of the CAA makes the Federal Service Labor-Management Relations (FSLMR) Statute applicable to covered employees and employing offices within the legislative branch, and prohibits unfair labor practices by both employing offices and labor organizations.

The CAA gives the General Counsel of the OOC investigative and prosecutorial authority equivalent to that granted by the FSLMR Statute to the General Counsel of the Federal Labor Relations Authority (FLRA) with respect to charges of unfair labor practices. Whereas complaints filed by the FLRA General Counsel are heard by Administrative Law Judges, reviewed by the Authority, and may be appealed to a variety of federal courts, complaints filed by the OOC General Counsel are treated similarly to discrimination and other cases handled by the OOC: they are heard by a hearing officer, reviewed by the Board of

#### PARTIES TO ULP CHARGES FILED IN FY2016

Cases	Charging Party	Charged Party
17	Labor Committee, Fraternal Order of Police	United States Capitol Police
1	Bargaining Unit Member	AFSCME Council 26

#### LMR CASES CLOSED IN FY2016

Cases	Outcome
5	Settled by the parties
5	Withdrawn at the General Counsel's request
1	Dismissed by the General Counsel

#### TYPES OF ULP CHARGES FILED IN FY2016

Cases	Allegations
2	Failure to provide information
1	Violation/repudiation of agreement
9	Failure to bargain in good faith
2	Retaliation for union activity
3	Failure to arbitrate/implement arbitration order
1	Breach of Duty of Fair Representation

Directors, and ultimately appealed to the United States Court of Appeals for the Federal Circuit. Substantively, however, the protections afforded to legislative branch employees are the same as those for executive branch employees, as are the rights and duties of employees, unions, and employing offices.

The OOC has jurisdiction over approximately twenty bargaining units, most of which are comprised of employees of the Office of the Architect of the Capitol. Many employees of the Capitol Police, and certain employees of the House of Representatives and the Senate, are represented by labor organizations. AFSCME Council 26 represents the most bargaining units, followed by the NABET-CWA and the Teamsters. A wide variety of employees are unionized, including police officers, masons, carpenters, electricians, plumbers, freight and material handlers, visitor guides and visitor assistants, power plant laborers,

The OOC has jurisdiction over approximately twenty collective bargaining units, most of which are comprised of employees of the Office of the Architect of the Capitol.

photographers and videographers, and clerical and administrative workers.

In FY2016, the General Counsel filed one unfair labor practice complaint, which was decided by a hearing officer and appealed to the Board of Directors of the OOC. The General Counsel received and investigated a total of eighteen unfair labor practice charges during FY2016. The office closed eleven of those cases, along with one other case from the previous fiscal year. The office also received five inquiries regarding labor-management issues that did not result in the filing of unfair labor practice charges.

# Appendix A

## 102B REPORT

Section 102(b) of the CAA requires the OOC to recommend federal workplace rights, safety and health, and accessibility laws and regulations that should be made applicable to Congress and its agencies. Below is a summary of important recommendations made to Congress and included in the latest biennial report to the 115<sup>th</sup> Congress. All 102(b) reports, including the most recent report of December 2016, are available at [www.compliance.gov](http://www.compliance.gov).

### **RECOMMENDATION #1:** *Mandatory Anti-Discrimination and Anti-Retaliation Training for All Congressional Employees and Managers*

Congress and its agencies are exempt from the training provisions of Section 202(c) of the Notification and Federal Employee Anti-discrimination and Retaliation Act of 2002 (No FEAR Act, 5 U.S.C. § 2301). By regulation, all current executive branch employees and managers must receive training at least every two years. New executive branch employees receive training as part of their orientation or within 90 days of appointment.

As discussed earlier in the Annual Report, anti-discrimination and anti-retaliation training for employees provides many benefits. It reduces discrimination and retaliation claims, improves the workplace environment, and lowers administrative and legal costs. The OOC believes that this type of training should be a requirement for the entire legislative branch workforce.

### **RECOMMENDATION #2:** *Whistleblower Protections for Disclosing Violations of Laws, Rules or Regulations, Gross Mismanagement, Gross Waste of Funds, Abuses of Authority, or Substantial and Specific Dangers to Public Health*

Congress has recognized that employees are often in the best position to know about and report violations of law, waste, mismanagement, and abuse in government, and that they need protections against retaliation when they disclose these violations.

Congress passed and amended the Whistleblower Protection Act of 1989 (WPA) to protect workers in the executive branch. Other whistleblower protection laws, including the Sarbanes-Oxley Act, have been passed to protect employees in the private sector who report these violations. The Board of Directors recommends that Congress apply to the legislative branch appropriate provisions of the WPA to provide congressional employees protections from retaliation and save taxpayer dollars.

### **RECOMMENDATION #3:** *Approval of Regulations Adopted by the Board of Directors implementing FMLA, ADA Titles II and III, and USERRA*

The Board of Directors is required to adopt regulations to achieve parity with the private sector and executive branch laws, unless there is good cause shown to deviate from those regulations. The Board's adopted FMLA regulations, submitted to Congress on June 22, 2016, include important aspects of the FMLA such as extending protections



102(b) on the website: [goo.gl/HvMXkF](http://goo.gl/HvMXkF)

to same-sex spouses and adding protections for military caregivers and service members, and essential requirements for leave requests.

On February 3, 2016, the Board transmitted to Congress its regulations implementing Titles II and III of the ADA, designed to avoid costly construction errors and improve access to Capitol Hill for visitors with disabilities.

And finally, the pending USERRA regulations transmitted to Congress on December 3, 2008 ensure that an applicant or employee is not subjected to discrimination based on their military service. The USERRA regulations guarantee an employee returning from military service or training has the right to be reemployed at their former job (or as nearly comparable a job as possible) with the same benefits. These rules are necessary to commit to our nation's veterans and to efficiently administer the law.



## Appendix B

# STRATEGIC PLAN

(As Excerpted From FY2016–FY2018  
Strategic Plan)



Strategic report on the website: [goo.gl/o5qTsB](http://goo.gl/o5qTsB)

### STRATEGIC GOALS

**Goal I**—Promote full compliance with the workplace rights covered in the Congressional Accountability Act through effective education, outreach, and cooperative efforts with stakeholders.

Ensure that the OOC is a trusted resource for technical expertise and other information on the application of the CAA in the legislative branch.

**Initiative A.** Educate employing authorities on their responsibilities under the Congressional Accountability Act.

**Initiative B.** Educate covered employees on their rights and protections under the Congressional Accountability Act.

**Initiative C.** Distribute informational materials via [www.compliance.gov](http://www.compliance.gov), social media, and other technologies.

**Goal II**—Efficiently administer an effective ADR Program.

Ensure that stakeholders have full access to the OOC's Administrative and Judicial Dispute Resolution Procedures (ADR), including counseling, mediation, and hearing; and empower individuals to resolve their workplace disputes without engaging in protracted dispute proceedings.

**Initiative A.** Migrate to a fully electronic filing and case management system office-wide.

**Initiative B.** Conduct all OOC proceedings with the highest level of professionalism to ensure that cases settled by the parties are resolved appropriately and timely, and that decisions issued to resolve disputes are legally sound and well supported by case law and precedent.

**Goal III**—Promote a safe and healthy workplace in the legislative branch and fully accessible facilities for congressional constituents and visitors.

Develop cooperative relationships with stakeholders, provide educational and training opportunities, and timely and accurately assess facilities, programs, activities, and services for compliance with the OSH and ADA Standards.

**Initiative A.** Identify and develop relationships with stakeholders.





**Initiative B.** Provide educational and training opportunities for stakeholders.

**Initiative C.** Conduct timely, accurate, and efficient OSH and ADA assessments.

**Goal IV—Advance the principles of the CAA and monitor efforts to amend, enhance, or implement the law.**

**Ensure that all employing authorities and Congress recognize the OOC's role in administering the CAA, and value and respect the office's involvement in any proposed reforms or amendments to the CAA.**

**Initiative A.** Establish working relationships with oversight committees, lawmakers, and agencies to ensure pre-decisional involvement in legislative proposals regarding the principles in the CAA and in other workplace laws protecting federal government employees.

**Initiative B.** Administer the rule-making process for office regulations.

**Initiative C.** Ensure appropriate funding for OOC operations.

**Goal V—Promote excellent labor-management relations in the legislative branch.**

**Administer the labor-management provisions of the CAA in the legislative branch through efficient application of the Federal Labor Management Relations Statute. Foster**

**a relationship based on mutual respect and cooperation with an aim toward resolving disputes at the lowest and least confrontational levels.**

**Initiative A.** Respond to requests for decisions and input from unions and management.

**Initiative B.** Develop cooperative relationships between labor and management and find effective ways to bring them together on common interests.

**Initiative C.** Efficiently process charges alleging unfair labor practices (ULPs).

**Goal VI—Develop and retain a highly motivated, talented, and satisfied workforce.**

**Improve overall office operations and employee morale.**

**Initiative A.** Identify needed office upgrades that will improve efficiency.

**Initiative B.** Identify and make improvements to increase employee satisfaction and overall office collaborative efforts.



# APPENDIX C

## ACRONYMS

**ADR:** Administrative  
Dispute Resolution

**ADA:** Americans with  
Disabilities Act

**AOC:** Architect of the Capitol

**CVC:** Capitol Visitor Center

**CAA:** Congressional  
Accountability Act of 1995

**CBO:** Congressional  
Budget Office

**CMF:** Congressional  
Management Foundation

**EPPA:** Employee Polygraph  
Protection Act

**FLSA:** Fair Labor Standards Act

**FMLA:** Family and Medical  
Leave Act

**FLRA:** Federal Labor  
Relations Authority

**FSLMR:** Federal Service  
Labor-Management  
Relations Statute

**GC:** General Counsel of the  
Office of Compliance

**GINA:** Genetic Information  
Nondiscrimination Act

**GAO:** Government  
Accountability Office

**GPO:** Government  
Printing Office

**LOC:** Library of Congress

**OSH:** Occupational Safety  
and Health

**OSHAct:** Occupational Safety  
and Health Act

**OOC:** Office of Compliance

**ULP:** Unfair Labor Practice

**USERRA:** Uniformed Services  
Employment and Reemployment  
Rights Act

**VEOA:** Veterans Employment  
Opportunities Act

**WARN:** Worker Adjustment and  
Retraining Act

The OOC is located on the second floor of the John Adams Building of the Library of Congress at 110 Second Street, SE.







## **OFFICE OF COMPLIANCE**

110 Second Street, SE, Room LA 200

Washington, DC 20540-1999

202.724.9250 (t)

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