

## DEQ's Interpreter Services Expanded Access to Help the Public Report Environmental Concerns in Any Language

The Oregon Department of Environmental Quality is expanding our interpreter services to help us better serve all Oregon communities.

### Talk to DEQ staff about pollution problems in any language

DEQ is adding an on-demand telephone-based interpreter service to anyone who calls DEQ's Pollution Reporting Hotline. If you need an interpreter, call:  
DEQ Pollution Reporting: 888-997-7888, or  
DEQ Main Reception: 503-229-5696

Translation is available in Spanish, Vietnamese, Russian and many other languages.

### How it works

DEQ's pollution complaint staff and receptionists at DEQ headquarters are trained to assist callers who may need interpreter services.

When you call DEQ and need interpretation assistance during business hours, you will be asked to hold while we connect you to an interpreter who will be able to speak your language and convey information back to us. DEQ staff will remain on the phone with you to record the information you provide. The information will then be forwarded to the correct DEQ staff for follow up.

DEQ has been providing interpretation services for people who call the vehicle inspection program, and has now expanded this service to include DEQ's complaints hotline and main agency reception lines.

Pollution reports can also be submitted using an online complaint form available on DEQ's website:

<http://www.deq.state.or.us/complaints/rep.htm>



Reports submitted in any language are welcome. DEQ will provide an interpreter if a follow up call is needed.

### About our complaints hotline team

DEQ has intake specialists who handle 4500 pollution reports a year and route them to more than 100 inspectors to investigate community concerns. You can expect a response from a DEQ investigator within two business days of your complaint.

### For more information please contact:

DEQ Pollution Reporting: 888-997-7888, or  
DEQ Main Reception: 503-229-5696

### Alternative formats

Documents can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request a document in another format or language, call DEQ in Portland at 503-229-5696, or toll-free in Oregon at 1-800-452-4011, ext. 5696; or email [deqinfo@deq.state.or.us](mailto:deqinfo@deq.state.or.us).



State of Oregon  
Department of  
Environmental  
Quality

### Pollution Reporting Hotline | Environmental Complaints

700 NE Multnomah St.  
Suite 600

Portland, OR 97232

Phone: 503-229-5696

800-452-4011

Fax: 503-229-5850

Contact: Mike Kortenhof  
503-229-5474

[kortenhof.mike@deq.state.or.us](mailto:kortenhof.mike@deq.state.or.us)

[www.oregon.gov/DEQ](http://www.oregon.gov/DEQ)