**Undue hardship**: An action that causes major difficulty or expense to the employer.

One or more of the following factors may apply:

- The nature and cost of the accommodation;
- The finances and size of the business making the accommodation;
- The business type, including how the workplace is made up and functions; or
- The effect of the accommodation on the facility and on the business as a whole.

In general, the more employees, the more effort and expense the employer must provide for accommodations.

**Enforcement**

The Equal Employment Opportunity Commission (EEOC) and the Department of Justice (DOJ) are responsible for enforcing ADA employment rules and other employment discrimination laws.

**Regulations and information**

For information on accommodating employees and applicants with disabilities, contact:  
**Job Accommodation Network (JAN)**  
Voice: 1-800-526-7234  
TTY: 1-877-781-9403

**General employment resources**

**Office of Disability Employment Policy (ODEP)**  
U.S. Department of Labor  
200 Constitution Avenue NW  
Washington, D.C. 20210  
Voice: 1-866-633-7365  
TTY: 1-877-889-5627

**Oregon Disabilities Commission**  
500 Summer Street NE, E02  
Salem, OR 97301  
Voice: 503-947-1136  
Toll-free/TTY: 1-800-282-8096

**Employment discrimination based on disabilities**  
**U.S. Equal Employment Opportunity Commission (EEOC)**  
1801 L Street NW  
Washington, D.C. 20507

**Local EEOC office connection**  
Voice: 1-800-669-4000  
TTY: 1-800-669-6820

**Oregon Bureau of Labor and Industries (BOLI)**  
800 NE Oregon Street, Suite 1045  
Portland, OR 97232  
Voice: 971-673-0761  
TTY: 711

**ADA information and complaints**  
Vocational Rehabilitation ADA Coordinator  
Voice: 503-945-6253 or 1-877-277-0513  
TTY: 711  
Email: vr.info@state.or.us.  
www.oregon.gov/dhs/vr

This document 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 this publication in another format or language, contact Vocational Rehabilitation at 503-945-5880 or 711 for TTY.
The ADA and employment
Most employers must comply with the Americans with Disabilities Act (ADA), which grants civil rights to people with disabilities.

In employment, the ADA relates to:
- Applying for or being referred to a job;
- Hiring, advancement or discharge;
- Wages and benefits;
- Training;
- Other employment aspects.

Major ADA employment rules
ADA rules apply to the following:
- Private employers with 15 or more employees;
- All state and local government groups;
- Employment agencies;
- Labor groups and joint labor-management committees.

Qualified applicants and employees with disabilities must:
- Have an equal chance to be selected, tested and hired;
- Not be discriminated against by employers;
- Have equal chances for promotion and benefits;
- Be given reasonable accommodations unless they put an undue hardship on the employer.

Employers:
- May require that an employee not pose a direct threat to the health and safety of any individual;
- May not ask about applicants’ disabilities or require medical exams before people are hired. They may ask applicants if they can do parts of a job. An employer may condition a job offer on a medical exam’s results. This is only true if all employees in similar jobs must take the exam.

Some key definitions
Disability (one or more applies):
- A physical or mental disability greatly limits one or more major life functions such as walking, seeing, speaking or hearing.
- A record exists of the impairment (for example, a person who has recovered from cancer).
- Though seen as disabled, the person is not affected in his or her work (for example, someone who is scarred from burns).

Qualified individual with a disability: Someone with a disability who can do the key parts of a current or desired job. This applies even if the person asks for reasonable accommodations.

Reasonable accommodations Examples include:
- Ensuring people with disabilities can access and use employee facilities;
- Job changes, part-time or altered schedules, transfer to a vacant position;
- New equipment or making changes to current equipment;
- Adjusted exams, training materials and policies;
- Providing qualified readers or interpreters; or
- Other accommodations.

The Americans with Disabilities Act
The ADA guarantees rights to people with disabilities as well as rights based on race, color, national origin, sex and religion. All of these rights are now protected.

The ADA does not allow discrimination in:
- Employment;
- Services by state and local governments;
- Access to public places, transportation or electronic communication services.