

What Are Public Accommodations?

A place of public accommodation is a facility of any kind whose goods, services, facilities, privileges, advantages, or accommodations are extended, offered, sold, or otherwise made available to the public. Generally speaking, it is any place open to and used by the public at large.

What is The Law?

No person shall deny an individual the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of a place of public accommodation because of race, color, religion, sex, or national origin.

In addition, the statute prohibits the following based on one's race, color, religion, sex, or national origin:

- statements, advertisements, or signs that deny the full and equal enjoyment of the goods, services, facilities, and accommodations of a place of public accommodation
- statements that one's patronage of or presence at a place of public accommodation is objectionable, unwelcome, unacceptable, or undesirable
- actions that intimidate, threaten, or coerce another individual to interfere with or deny someone the full and equal enjoyment of a place of public accommodation

The law does not apply to religious organizations and private clubs or establishments.

See Chapter 12, Article IV of the City of Greensboro's Code of Ordinances for the complete law.

City of Greensboro Human Rights Department

Greensboro has a rich human rights tradition and movements here have impacted others around the country. The City's Human Rights Department continues that work by promoting mutual understanding, respect, and fair treatment to all Greensboro residents and visitors. It strives to eliminate discriminatory practices among citizens through community education and by supporting them as neutral parties in discrimination cases.

In addition to supporting public accommodations education, the department also oversees five City commissions and supports residents with housing discrimination claims, landlord-tenant mediation, language access, and re-entry support for those previously incarcerated.

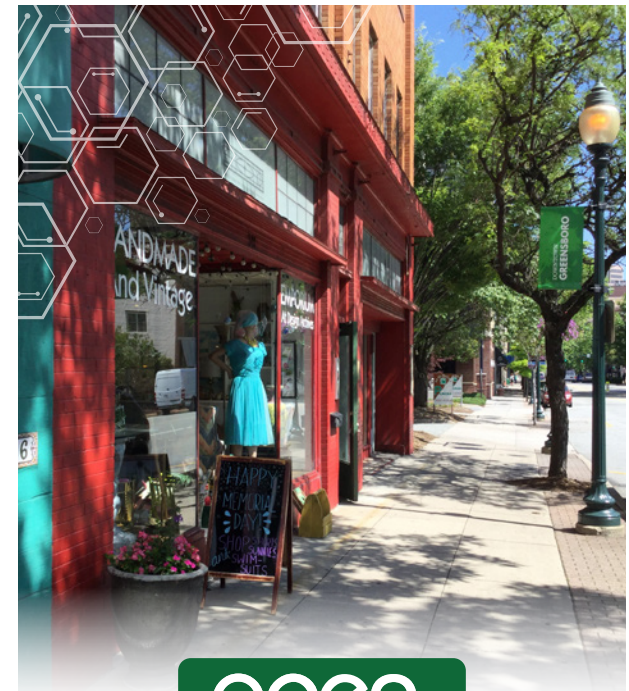
For more information about the department and the Public Accommodations Program, or if you have experienced discrimination and need assistance, please call the department or visit www.greensboro-nc.gov/HR.



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Public Accommodations for Greensboro Businesses

Making Greensboro's public spaces safe, enjoyable, and accessible for all.



How are residents' rights protected?

The City of Greensboro investigates complaints regarding public accommodations discrimination to ensure equal treatment among residents.

- The discrimination must have occurred within the City limits within the past 60 days.
- A Human Rights Department representative seeks to reconcile the differences between the parties and represents the public interest to facilitate a mutually agreeable settlement.
- Those in violation of the City's non-discriminatory provisions will be issued civil penalties and other remedies available by law.

What about the private sector?

Greensboro's business community and private sector play major roles in addressing diversity, equity, and inclusion. The Human Rights Department connects the City with the private sector to foster a climate that creates, enhances, and sustains a community.

Programs of mutual collaboration seek to engage primarily business owners from Downtown Greensboro Inc. and their workforces in the important task of delivering an exceptional experience for all residents and visitors.

The City's Public Accommodations Program provides a forum for businesses and residents to access appropriate information through educational events and resources. The Human Rights Department wants Greensboro to be a city where every individual may enjoy the City's places, amenities, activities, and events according to their specific needs.

Open Door GSO

Open Door GSO assists and recognizes City businesses as they strive to provide exceptional service to all consumers.

The program consists of three sequential training sessions (green, bronze, silver), which provide information and support so organizations can comply with public accommodations legislation.



GREEN Green-certified businesses have completed the city's entry-level programming and shown an awareness and sensitivity to public accommodations.

Topics:

- Knowledge is Power
- Introduction to Public Accommodations and Protected Classes
- Open Door GSO Definition & Benefits



BRONZE Bronze Level training grows an organization's understanding of the nuances and significance of public accommodations for both customers and staff.

Topics:

- Protected Classes
- Invisible Disabilities
- Better Service For All



SILVER The Silver Level demonstrates an organization's commitment to learning and applying inclusive practices, plus a willingness to train personnel to accommodate clients at the highest standard.

Topics:

- Workplace Diversity
- Getting Started
- Hiring Practices and Staff Training

2024 Virtual Training Calendar

Certification training will be coordinated virtually on a monthly basis by Human Rights, allowing new businesses to join and already-enrolled businesses to advance to a new tier on a monthly basis.

GREEN TRAINING	BRONZE TRAINING	SILVER TRAINING
January 30	February 21	March 21
February 20	March 20	April 18
March 19	April 17	May 16
April 16	May 15	June 13
May 14	June 12	July 11
June 11	July 10	August 8
July 9	August 7	September 5
August 6	September 4	October 10
September 3	October 9	November 7
October 8	November 6	December 5
November 5	December 4	
December 3		



GOLD The Gold Level is the program's ultimate goal and is attainable by reaching the Silver Standard and then hiring and training an intentionally diverse pool of employees.