

Indiana Civil Rights Commission

DISCRIMINATION IN PUBLIC ACCOMMODATIONS

What you need to know



Mission



The Indiana Civil Rights Commission enforces the Indiana civil rights laws and provides education and outreach to the public in an effort to ensure equal opportunity for all Hoosiers and visitors to the State of Indiana.

Who Are We?

We are a state government agency charged with enforcing the Indiana civil rights law. We also provide education and outreach to the public in an effort to ensure equal opportunity for all who live, work, and play in the state of Indiana.





What is Discrimination?

Discrimination is the prejudicial treatment of an individual based on their membership - or perceived membership- in a certain group or category. It involves the actual behavior towards groups such as excluding or restricting members of one group.

*Treating someone **differently** or **unfairly**
because of their **protected class**.*

PROHIBITIONS



- It is against the law for an individual to be denied access or to receive poor service or lesser quality accommodations because of the following protected classes:
 - Race
 - Color
 - National origin
 - Ancestry
 - Religion
 - Sex
 - Familial status (having children under 18); and
 - Disability

Why are These Protected Classes Important?

If you have been treated unfairly or differently because of your protected class, you may have faced discrimination.



Enforcement Areas

- Employment
- Housing
- Public Accommodation
- Credit
- Education



What are public accommodations?

- Places of “public accommodation” include any establishment or place to which the public is invited or which is intended for public use.



Indiana Civil Rights Law

- The Indiana Civil Rights Law establishes that equal access to and use of public accommodations are civil rights. IC 22-9-1-2



Examples of public accommodations

- hotels, restaurants, bars, gas stations, casinos, theaters, retail stores, banks, barber/beauty shops, hospitals/clinics,
- offices of accountants, lawyers, doctors, insurance agents
- airports, bus or train depots
- bowling alleys, amusement parks, zoos, stadiums, convention centers
- parks, health clubs/spas, educational institutions, social service providers



Facts about public accommodations

- Places of public accommodation may exclude or remove any person whose conduct is disruptive, offensive or a direct threat to the health and safety of others.
- Businesses may require customers to check bags at the door and may enforce a dress code or charge admission fees, so long as these rules are applied equally to all customers and clients.



Facts about public accommodations

- Service animals may accompany persons with disabilities and service animals in training may accompany their trainers in any place of public accommodation. Businesses may not charge a fee or deposit as a condition for admitting a service animal or a service animal in training.
- Service animals and service animals in training may be excluded only if the animal is out of control and the person accompanying it fails to take effective action to control the animal, or if the animal poses a direct threat to the health and safety of others.



When does discrimination happen?

- When a person is not given full and equal access to the goods and services being offered.
- When a person is refused entry, participation or services because of one of the protected classes.



Practices to avoid

- Do not target a specific race or ethnic group;
- Do not intentionally impinge upon a religious practice;
- Do not impose a requirement based on a cultural group or national origin;
- Do not impose requirements based on sex;
- Should not enforce quotas or ratios based on any of the above.



Complaints

- Any person who feels they have been denied rights under the civil rights laws, or faced illegal discrimination, may file a complaint with the ICRC.
- The process can start **in person**, by **phone**, **fax**, **mail** or by completing the **on-line inquiry** form on our website.
- The Complaint **must** be filed ***within 180 days*** from the date when the discriminatory act occurred.



Equal Access

- The Indiana Civil Rights Commission is here to ensure equal opportunities for all people who live, work, and play in Indiana through:
 - Enforcement
 - Education and Outreach
- Our services are free



Contact Us

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