

Public Accommodations Challenge – Discrimination or Not?

Answers

- 1. Said (who wears a turban) is asked for three kinds of identification cards at a store. Other customers are only asked for one ID.**

It's okay for stores to ask customers for identification, but they should ask all customers for similar ID. It is discriminatory to ask Said for three IDs just because he may be Middle Eastern.

- 2. A national pizza chain delivers to most of the city. They don't deliver to Tyrell's neighborhood, which has a lot of African Americans.**

Restaurants that deliver often have a limit in how far they'll go for deliveries. Still, they cannot choose where to deliver because of the race of people in a neighborhood.

- 3. A grocery clerk follows Marco around the store, watching him closely. The clerks don't follow non-Hispanic customers.**

Store staff are responsible for treating all customers in the same way. There is no business reason for following Hispanic customers while they shop. If the clerks only follow Hispanics, this is discriminatory.

- 4. Maya notices that the drug store has anti-theft devices on the "Black" hair products, but not on other hair care items.**

Even if this store has had theft problems in the past, they should not single out products used mainly by people of one race. They should try other ways of stopping theft that are not so discriminatory. Can you think of some ways that they can stop theft that don't single out certain customers? Maybe the store could install more mirrors or move displays so that clerks can see them better.

- 5. Khanh and his friend (both Asians) go to a coffee shop, where the waiter says there is a time limit for seating. They notice that non-Asian customers can stay as long as they want to.**

Restaurants must treat all their customers in a similar way. It would be discriminatory to limit the amount of time for only Asian customers.

- 6. When Adrian tries to buy a ticket, the clerk at the sports arena makes fun of his accent.**

This is not smart from a business point of view, because customers won't return someone makes fun of them. This is also probably discriminatory. Adrian has an accent because of his national origin (the country where he was born) or because of his ancestry (where his parents were born).

Disabled people are often targets of public accommodations discrimination.

- 7. Justin, who uses a wheelchair, can't get into his bank branch because it has three steps at the entrance.**

Places of business like banks must be accessible for all customers, including people with disabilities. The bank must install a ramp to the front door. What else can the bank do to make sure Justin can use the bank's services?

- 8. Marina, who is deaf, goes to the hospital emergency room. She asks many times for a sign language interpreter, but they don't provide one. She can't find out what medicine they are giving her.**

Sometimes hospitals and medical offices use ways of communicating that don't work very well – using paper and pen, lip reading, gesturing, or asking family members to communicate. Medical services must make sure that they have “effective communication” with their patients. The hospital should get an interpreter for Marina, so she can know what is going on.

- 9. Cameron, who is hard of hearing, tries to call in a telephone order for flowers. The florist will not accept calls from the TTY relay service.**

Many deaf and hard of hearing people use TTY machines to make phone calls. TTYs do not use voice – they have keyboards (just like a typewriter) and visual displays. The relay service operator has a TTY and can help complete the calls. It doesn't cost anything to get a TTY call. The florist should have agreed to take the relay service call so that Cameron could place an order.

- 10. Samantha, a wheelchair user, finds that the public restroom at the department store is not accessible.**

The store must make sure that all its public places are accessible, including the restrooms. They should add a wider restroom stall with grab bars.

- 11. Sabrina, who uses a wheelchair, cannot do business at the copy shop because it has no accessible parking in its lot.**

If a business has parking for customers, some of the parking spaces must be accessible for wheelchair users. The shop should restripe the parking lot and post proper signage. They should also make sure that nondisabled customers don't park in those accessible spaces.

- 12. The restaurant manager tells Kyle and his service dog to leave because the Public Health Department won't allow animals there.**

The manager is wrong. The Health Department allows service animals to be with their owners in restaurants. It is discriminatory for the manager to tell Kyle to leave.