



**Winston-Salem**  
HUMAN RELATIONS/  
DIVERSITY, EQUITY,  
& INCLUSION

City of Winston-Salem  
P.O. Box 2511  
Winston-Salem, NC 27102

101 N. Main St., Ste. 109  
Winston-Salem, NC 27101

336-734-1227

[cityofws.org/ndo](http://cityofws.org/ndo)

#### City Council

Mayor Allen Joines

Denise D. Adams, Mayor Pro Tempore, North Ward

Barbara Hanes Burke, Northeast Ward

Robert C. Clark, West Ward

John C. Larson, South Ward

Jeff MacIntosh, Northwest Ward

Kevin Mundy, Southwest Ward

Annette Scippio, East Ward

James Taylor, Jr., Southeast Ward

City Manager: Lee D. Garrity

## Protected Class Definitions

- **Age:** Age discrimination occurs when people are treated less favorably due to their age.
- **Color:** Color discrimination occurs when people are discriminated against based on the lightness, darkness, or other color attribute of their skin.
- **Creed:** A creed is a formal system of beliefs followed by a religious group.
- **Disability:** Disability means a physical or mental impairment which substantially limits one or more of a person's major life activities.
- **Ethnicity:** Ethnicity refers to a person's membership in an ethnic group based on shared physical and/or cultural characteristics and common ancestry.
- **Familial Status:** Familial status applies to the parents and custodial guardians of minors who live in the same home as such minors.
- **Gender Expression:** Gender expression refers to the external appearance of a person's gender identity, including that person's behavior, clothing, body characteristics, and voice.
- **Gender Identity:** Gender identity refers to a person's innermost concept of self as male, female, a blend of both, or neither, and includes how people perceive or reference themselves.
- **Marital Status:** Marital status refers to the state of a person's relationship with a significant other and includes single, married, widowed, separated, and divorced.
- **National Origin:** National origin means a person's actual or perceived characteristics related to that person's place of birth or that person's ancestors' place of birth.
- **Political Affiliation:** Political affiliation refers to a person's association with or support for a political party, political candidate, politician, and/or political cause.
- **Pregnancy:** Pregnancy refers to the period of time during which a person is gestating a fetus, beginning with conception and ending at birth or any other type of termination.
- **Protected Hairstyles:** A protected hairstyle is any hairstyle, hair type, or hair texture historically associated with race. Such hairstyles include, but are not limited to, braids, locks, twists, tight coils or curls, cornrows, Bantu knots, and afros.
- **Race:** Race encompasses all of a person's actual or perceived ancestry or physical or cultural characteristics associated with a certain race, such as skin color, hair texture or styles, or certain facial features.
- **Religion:** Religion includes all aspects of religious observance and practice as well as belief.
- **Sex:** Sex refers to a person's sexual orientation, gender identity, and/or gender expression
- **Sexual Orientation:** Sexual orientation refers to a person's actual or perceived emotional, romantic, or sexual attraction to other people, and includes, but is not limited to, homosexuality, heterosexuality, and bisexuality.
- **Veteran Status:** Veteran status applies to those who have served in the active military, naval, or air service.

These definitions serve as summaries only and are not meant to be all-encompassing. Expanded definitions may be found at [cityofws.org/ndo](http://cityofws.org/ndo) and in the text of the ordinances.



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## GUIDE TO NONDISCRIMINATION ORDINANCES



Nondiscrimination in  
Public Accommodations Ordinance

Nondiscrimination in  
Employment Ordinance

# City of Winston-Salem Guide to NDOs

As of January 1, 2022, the Human Relations/D.E.I. Department administers and enforces the **Nondiscrimination in Public Accommodations Ordinance** and the **Nondiscrimination in Employment Ordinance** (NDOs) for the City of Winston-Salem.

## Who do the NDOs protect?

The NDOs apply to people who belong to a protected class and who have experienced discrimination based on that protected class either

1. As an employee or prospective employee at an employment location in Winston-Salem, or
2. At a place of public accommodation in Winston-Salem.

## What are the protected classes?

- Age
- Color
- Creed
- Disability
- Ethnicity
- Familial Status
- Gender Expression and Gender Identity
- Marital Status
- National Origin
- Political Affiliation
- Pregnancy
- Protected Hairstyles
- Race
- Religion
- Sex
- Sexual Orientation
- Veteran Status

Definitions of these classes may be found on the reverse side of this brochure.

## What is a place of public accommodation?

A place of public accommodation is any place, licensed or not, whose goods or services are available to the public. Such places include, but are not limited to, stores, restaurants, hotels, transportation facilities, theaters, and stadiums.

Private clubs, membership organizations, and other establishments not open to the public are exempt, as are multiple occupancy restrooms, showers, and changing facilities.

## How do I file a complaint?

**Complaints must be filed within 60 days of the alleged ordinance violation.**

You may download a complaint form at [cityofws.org/ndo](http://cityofws.org/ndo). If you do not have access to a printer, you may pick up a hard copy of the complaint form at our office on the first floor of City Hall (101 N. Main St.) in Suite 109.

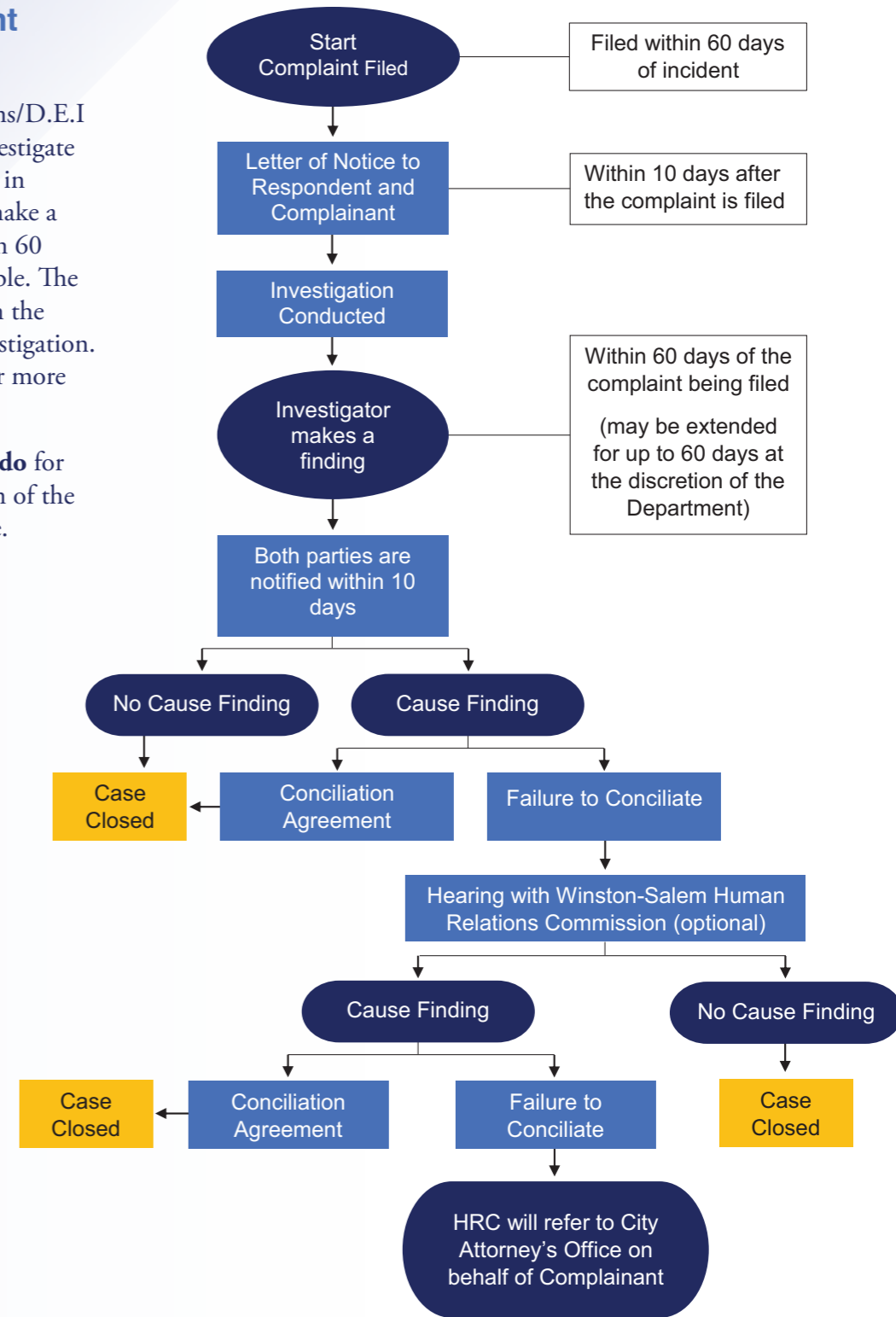
Once you have completed the form, you may either:

1. Scan the completed form or take a photo of it with your smartphone and email it to [karlynd@cityofws.org](mailto:karlynd@cityofws.org).
2. Deliver the form in person to our office.
3. Mail the form to the following address:  
City of Winston-Salem  
Human Relations/D.E.I. Department  
P.O. Box 2511  
Winston-Salem, NC 27102

## NDO Complaint Procedure

The Human Relations/D.E.I. Department will investigate the allegations made in the complaint and make a determination within 60 days whenever possible. The next steps depend on the outcome of this investigation. Refer to the chart for more information.

Visit [cityofws.org/ndo](http://cityofws.org/ndo) for a detailed breakdown of the complaint procedure.



## Training Opportunities

The Human Relations/D.E.I. Department is currently developing free training materials covering the NDOs and the 17 protected classes for businesses, organizations, and individuals in Winston-Salem. If you would like to receive training, visit [cityofws.org/ndo](http://cityofws.org/ndo) and fill out the interest form.