

Service Animals

NEVADA DISABILITY ADVOCACY AND LAW CENTER

THE PROTECTION AND ADVOCACY SYSTEM FOR NEVADA



**NEVADA DISABILITY
ADVOCACY & LAW CENTER**

Nevada Disability Advocacy & Law Center

www.ndalc.org

Southern Office

2820 W Charleston Blvd, Suite B - 11

Las Vegas, NV 89102

Phone: (702) 257-8150 or 1-888-349-3843

Nevada Relay: 711

Fax: (702)-257-8170

lasvegas@ndalc.org

Northern Office

1875 Plumas Street, Suite 1

Reno, NV 89509

Phone: (775) 333-7878 or 1-800-992-5715

Fax: (775) 786-2520

reno@ndalc.org

Elko Office

905 Railroad Street, Suite 104B

Elko, NV 89801

Phone: (775) 777-1590 or 1-800-992-5715

Fax: (775) 753-1690

elko@ndalc.org

Nevada Disability Advocacy & Law Center (NDALC) is a private, statewide non-profit organization that serves as Nevada's federally-mandated protection and advocacy system for human, legal, and service rights for individuals with disabilities. NDALC was designated as Nevada's protection and advocacy system by the Governor in March, 1995.

Services provided by NDALC include, but are not limited to: information and referral services, education, training, negotiation, mediation, investigation of reported or suspected abuse/neglect, legal counsel, technical assistance, and public policy work.

NDALC has offices in Las Vegas, Reno, and Elko with services provided statewide. All services are offered at no cost to eligible individuals in accordance with NDALC's available resources and service priorities.

Mission Statement

Protect and advocate for human and legal rights, interests, and welfare of Nevadans with disabilities.

Promote, support, and assist Nevadans with disabilities in understanding and controlling those systems and processes which directly affect their lives.

Foster the development, availability, and accessibility of services which increase the opportunities available to Nevadans with disabilities to live their lives as fully, independently, and productively as possible.

This publication is intended for general information only to individuals regarding their rights and protections for the use of service animals. It is not legal advice. Federal and State laws can change at any time and while attempts were made to ensure its accuracy, readers should direct questions concerning their specific situations to Nevada Disability Advocacy & Law Center (NDALC), legal aid agencies, or a private attorney.

CONTACT NDALC IF YOU REQUIRE THIS DOCUMENT IN A DIFFERENT FORMAT

Adapted with permission from Disability Rights Oregon

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Introduction

Many people with disabilities use a service animal in order to maintain independence in their everyday life. Dogs, and in some instances miniature horses, can be trained to perform many tasks to aid people with disabilities; such as providing stability and/or mobility assistance, picking up and/or retrieving items, or preventing a child with a disability from wandering away.

People who use service animals are afforded protection from discrimination under the following laws:

- Americans with Disabilities Act (ADA) - a civil rights law prohibiting discrimination against individuals with disabilities in all areas of public life; including jobs, schools, transportation, and all public and private places open to the general public. The purpose of the law is to ensure that people with disabilities have the same rights and opportunities as everyone else. The ADA has five (5) titles.
- Air Carrier Access Act (ACAA) - prohibiting commercial airlines from discriminating against passengers with disabilities.
- Fair Housing Act (FHA) – prohibiting housing discrimination on the basis of race, religious creed, color, national origin, disability, sexual orientation, gender identity or expression, ancestry, familial status or sex.
- Nevada State Statutes (NRS) – are passed by state legislature and signed into law by the Nevada governor.

Helpful definitions for the purposes of this publication:

- Disability: a physical, cognitive, or mental impairment which substantially limits one or more major life activities.
- Service animal: a dog, and/or a miniature horse, that is individually trained to do work, or perform tasks for a person with a disability.
- Companion animal: any animal that provides emotional support, comfort or companionship.

General Guidelines

The following guidelines are the same under the ADA, ACAA, FHA, and NRS:

Fees or pet deposits cannot be charged for service animals.

- A service animal is not considered a pet. A person using a service animal cannot be turned away because of a “no pet” rule or policy.

You must maintain control of your service animal at all times.

- Your service animal must not pose a direct threat to the health or safety of other people. The service animal must comply with state and local animal control laws.
- Your service animal must stay quietly by your side at all times, unless performing a specific task for you. Service animals must be leashed, harnessed, or tethered unless such a device interferes with the service animals’ work, or your disability prevents using such a device. In those cases, you must control your service animal through your voice, hand signals, or other effective means.

There is no formal certification process or paperwork recognized by the state or federal government.

- However, air carriers, employers, and housing providers may require specific documentation; see specific sections of this booklet for more details.

Vests, tags, and other “working animal” accessories are not legally required or recognized, but may make it easier for other people to identify a service animal.

- A dog license and/or rabies tag are necessary if required by state or local law.

Americans with Disability Act (ADA)

The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities.

Where does the ADA apply?

- Places of public accommodation (Title III), which include: places of lodging; places serving food or drink; places of entertainment; places of public gathering; sales or rental establishments; service establishments; stations used for specified public transportation; places of public display or collection; places of recreation; places of education; social service center establishments; and places of exercise or recreation.
- Public services, programs, and activities (Title II), which include: schools, and state and local government offices
- Public transportation (Title II)
- Private transportation (Title III), such as Greyhound bus service
- The workplace (Title I)

What animals are allowed under the ADA?

Under the ADA, service animals are defined as dogs. It also includes miniature horses under the following conditions: Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner's control; (3) whether the facility can accommodate the miniature horse's type, size, and weight; and (4) whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

What service must the animal provide?

Service animals must be **individually trained to do work, or perform tasks** for people with disabilities. The work or task an animal has been trained to provide must be **directly related** to the person's disability.

There is a large range of tasks a service animal may be trained to perform e.g., guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person with a seizure disorder, reminding a person to take medications, or guiding a person with a mental illness out of a room during an anxiety attack.

Note: *Companion animals do not qualify as service animals under Titles II or Title III of the ADA, but may be approved as a reasonable accommodation under Title I.*

Nevada State Statutes (NRS)

Where do the Nevada statutes apply?

- Places of public accommodation (NRS 651.050)
- Public services, programs, and activities (NRS 651.050)
- State government services, programs, and activities (NRS 651.050)
- Public transportation (NRS 704.145)
- Private transportation (NRS 704.145)

What animals are allowed under the NRS?

The NRS defines service animals as dogs and miniature horses that have been trained to do work, or perform tasks for the benefit of a person with a disability. (NRS 426.097)

What service must the animal provide?

The service animal must be individually trained to do work or perform tasks specifically for the person with the disability.

Places of business or service providers **cannot**:

- Ask about the nature or extent of the disability;
- Require documentation proving that the dog/miniature horse is a service animal or trainee; or
- Charge a fee or admission charge for a service animal

Public Accommodations

Nevada State Statutes (NRS 651.075) and Title III of the ADA require reasonable accommodation in places of public accommodation. (42 U.S.C. 12182)

Public entities must modify their policies to allow the use of service animals by individuals with disabilities, unless they can demonstrate that it would result in a **fundamental alteration** to their program and/or services.

Note: *A "fundamental alteration" is a change that is so significant that it alters the essential nature of the goods, services, facilities, privileges, advantages, or accommodations offered.*

A service animal, for example, may accompany you to restaurants, hotels, theaters, stores, auditoriums, museums, parks, schools, recreational facilities, doctors' or lawyers' offices, hospitals, and most other places the public can access. You cannot be isolated from other customers/patrons because of your service animal.

Service animals must be allowed in all areas where members of the public are allowed to go; such as restaurants. At a hospital, this includes the emergency room, in and outpatient rooms, clinics, and all other facilities, except those that require a protected environment, such as operating rooms, holding and recovery areas, intensive care, and other sterile environments.

What can I be asked?

Staff members can ask if your animal is a service animal, and what tasks it has been trained to perform. They cannot ask to see your animal perform the task. Under the ADA and Nevada statutes, they cannot ask what your disability is, or ask you for documentation.

Can I be charged?

A public entity may not charge a fee as a condition of allowing the service animal to accompany you, even if other people accompanied by pets are required to pay a fee. However, if a public entity ordinarily charges people for damage caused by an animal, a person with a disability can be charged for damage caused by their service animal.

How can I file a complaint?

If you feel you (or another person) have been discriminated against by an entity covered by Title III of the ADA, send a letter to the Department of Justice, at the address below, including the following information:

- Your full name, address, and telephone number, and the name of the party discriminated against;
- The name of the business, organization, or institution you believe has discriminated;

- A description of the act or acts of discrimination, the date or dates of the discriminatory acts, and the name or names of the individuals who you believe discriminated; and
- Other information you believe necessary to support your complaint. Please send copies of relevant documents. Do not send original documents. (Retain them.)
- Sign and send the letter to the address below:

U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section - 1425 NYAVE
Washington, D.C. 20530

You may also file a complaint with the Nevada Equal Rights Commission (NERC). Any person who believes they have been denied full and equal enjoyment of the goods, services, facilities, privileges, advantages and accommodations of any place of public accommodation because of discrimination or segregation based on race, color, religion, national origin, disability, sexual orientation, sex or gender identity or expression, may file a complaint to that effect with the NERC. (NRS 651.110)

(See Appendices for contact information)

Public Programs, Services and Activities

Under Title II of the ADA and NRS 651.050, public programs operated by state or local governments, including schools, government buildings, public parks and recreation centers, may not exclude people with disabilities from receiving the benefits of, or participating in any programs or benefits offered. The entity must allow reasonable accommodation; including permitting a person to be accompanied by a service animal.

Under federal law, all programs, services and activities of state and local government were to be made accessible by January 26, 1992. There are similar protections governing programs that receive federal money under Section 504 of the Rehabilitation Act.

What can I be asked?

Staff members can ask if your animal is a service animal and what tasks it has been trained to perform. They cannot ask to see your animal perform the task. Under the ADA and Nevada statutes, they cannot ask what your disability is, or ask you for documentation.

Can I be charged?

A public program may **not** charge a fee for you bringing your service animal, even if other people accompanied by pets are required to pay a fee. However, a person with a disability can be charged for damage caused by their service animal.

How can I file a complaint?

If you feel you (or another person) have been discriminated against by an entity covered by Title II of the ADA, you may file a “Title II of the Americans with Disabilities Act Section 504 of the Rehabilitation Act of 1973 Discrimination Complaint Form” with the U.S. Department of Justice, Civil Rights Division – Disability Rights Section.

You may also file a complaint with the Nevada Equal Rights Commission (NERC). Any person who believes they have been denied full and equal enjoyment of the goods, services, facilities, privileges, advantages and accommodations of any place of public accommodation because of discrimination or segregation based on race, color, religion, national origin, disability, sexual orientation, sex or gender identity or expression, may file a complaint to that effect with the NERC. (NRS 651.110)

(See appendices for contact information)

Public Transportation

Title II of the ADA and NRS 704.145 prevent discrimination against people with disabilities using public transportation; including refusing to allow a service animal to accompany a person with a disability. Public transportation means transportation by bus or rail, or by any other conveyance, including dispatched vehicles such as vans and cabs (but excluding air travel and public school transportation, which are separately regulated). The statutory provisions are expressly limited to “public entities.” (42 U.S.C. 1214 1, et seq.)

The transportation must be readily accessible to, and useable by individuals with disabilities. Discrimination is defined to include denial of the opportunity to use the transit system if you are capable of doing so. (49 C.F.R. Section 37.5(b))

What can I be asked?

Staff members can ask if your animal is a service animal and what tasks it has been trained to perform. They cannot ask to see your animal perform the task. Under the ADA and Nevada statutes, they cannot ask what your disability is, or ask you for documentation.

Can I be charged?

A public transportation entity may **not** charge a fee as a condition of allowing the service animal to accompany you. However, a person with a disability can be charged for damage caused by their service animal.

How can I file a complaint?

You can file a grievance or complaint directly with the transportation agency. You may also file an administrative complaint within 180 days with the Federal Transit Administration or the Department of Justice.

(See Appendices for contact information)

You may also file a private lawsuit seeking injunctive relief and/or damages.

Private Transportation

Title III of the ADA and NRS 704.145 prohibit discrimination on the basis of disability by private entities engaged in the business of transporting people, and whose operations are affected by commerce. (42 U.S.C. 12184) This includes private taxicab companies and bus services. The regulations require that these carriers allow disabled persons full access of their services, and includes the obligation to make reasonable accommodations to rules and policies. (49 C.F.R. Section 37.5(f)) Therefore, you must be permitted to bring a service animal with you when using private forms of transportation.

What can I be asked?

Staff members can ask if your animal is a service animal and what tasks it has been trained to perform. They cannot ask to see your service animal perform the task. Under the ADA and Nevada statutes, they cannot ask what your disability is, or ask you for documentation.

Can I be charged?

A private transportation entity may **not** charge a fee as a condition of allowing the service animal to accompany you. However, a person with a disability can be charged for damage caused by their service animal.

How can I file a complaint?

You can file a grievance or complaint directly with the transportation agency. A complaint may be filed with the Nevada Equal Rights Commission (NERC) (NRS 651.110), the Federal Transit Administration (FTA), or the Department of Justice (DOJ).

(See Appendices for contact information)

You may also file a private lawsuit seeking injunctive relief and/or damages.

Employment

Title I of the ADA prohibits discrimination against disabled people in employment, and requires reasonable accommodation at the employee's request. (42 U.S.C. 12111)

Allowing a person to bring their service animal into the workplace is a form of reasonable accommodation. As with any accommodation request, the employer must consider allowing the use of a service animal at work unless doing so poses an undue hardship, or could disrupt the workplace.

Note: *An employee may also request that an employer allow a companion animal in the workplace as an accommodation.*

What can I be asked?

An employer may require documentation that the service animal is fully trained and is needed to address the functional limitations resulting from your disability, and that the service animal is capable of functioning within the work environment. The documentation does not need to be from a medical professional.

How to request a reasonable accommodation?

The best way to ask for an accommodation is to write a letter explaining you have a disability that impacts your ability to do your job, and proposing the accommodation that would enable you to perform the essential functions of your job (i.e. your service or companion animal). You should attach a letter from your doctor or other medical professional confirming your disability and why you need the accommodation.

Although there are no specific words that have to be used in your request, using the term "reasonable accommodation" may help. A verbal request may be sufficient, but it is strongly recommended that you request a reasonable accommodation in writing. You do not need to complete any special forms although many employers have already created an internal form and process for employees to use.

How can I file a complaint?

In order to bring a charge of discrimination against an employer, the employee must first make a request for the reasonable accommodation, provide documentation of the need for the service animal, and receive a denial.

To get the protection under the ADA, you must file an administrative complaint within 300 days of the discriminatory conduct, and it must be filed with the Nevada Equal Rights Commission (NERC) and/or the Equal Employment Opportunity Commission (EEOC) prior to filing a federal lawsuit. Failure to file a timely complaint with either the EEOC or the NERC will prohibit you from pursuing a lawsuit.

You may also contact the Nevada Bar - Lawyer Referral and Information Service (LRIS) for referral information to a private attorney.

(See Appendices for contact information)

Air Carrier Access Act

The Air Carrier Access Act (ACAA) (49 U.S.C. 41705) prohibits discrimination by U.S. and foreign air carriers on the basis of physical, cognitive, or mental health disability. The ACAA's implementing regulations make it clear that air carriers shall permit dogs, and other service animals, used by people with disabilities to accompany them on a flight. (14 C.F.R. Section 382.55 (a))

Service animals include dogs and other animals that generally perform identifiable tasks or functions for an individual with a disability. Air carriers must accept any emotional support or psychiatric service animal in the aircraft cabin consistent with applicable safety and animal health requirements.

Where does it apply?

The ACAA applies when you are receiving services from a private commercial air carrier. This includes boarding, deplaning, and making connections. **Note:** The airport terminal is governed under the ADA.

What can I be asked?

It is reasonable for airline employees to request appropriate documentation of your disability and the medical and/or therapeutic necessity of traveling with your animal.

Can I be charged?

An air carrier may not charge a fee as a condition of allowing the service/emotional support/psychiatric animal to accompany you. However, a person with a disability can be charged for damage caused by their service animal.

How can I file a complaint?

“Real-time” issues can be addressed through the U.S. Department of Transportation (DOT) hotline for travelers with disabilities at 800-778-4838 (voice) or 800-455-9880 (TTY).

You can file a complaint with the individual airline carrier, which must designate “complaints resolution officials” to respond to passengers’ written complaints. You may also file a complaint with the Department of Transportation’s (DOT) Aviation Consumer Protection Division.

(See Appendices for contact information)

Fair Housing Act

The federal Fair Housing Act (42 U.S.C. § § 3601-19) and NRS 118.100 prohibits discrimination in housing practices on the basis of race, religious creed, color, national origin, disability, sexual orientation, gender identity or expression, ancestry, familial status or sex.

Protection under fair housing law does not require that a service dog meet certain criteria, or require certification, or any kind of special equipment, identification or tags.

Public housing authorities must accommodate service dogs under Title II of the ADA. Under Title II, a publicly funded program must make its programs and facilities accessible to persons with disabilities.

There is no limit to the number of service animals a person with a disability may have. Housing providers are entitled to impose limitations with regard to requests for multiple service animals based on what is necessary for you to have full use and enjoyment of your unit. A housing provider has to consider each request for a service animal on a case-by-case basis, just like any other reasonable accommodation request.

Under NRS 118.105, a landlord may **not** refuse to rent a dwelling to a person with a disability solely because an animal will be residing with the prospective tenant in the dwelling if the animal assists, supports, or provides service(s) to the person with a disability.

Where does it apply?

Any type of residential dwelling, including but not limited to:

- Privately owned rental units
- Dwellings governed by homeowners or condominium associations
- Shelters and other temporary housing
- Public housing
- Retirement centers and nursing facilities
- Group homes
- Mobile homes and trailer parks

What animals are allowed under the law?

The Fair Housing Act permits both service animals and companion animals; including cats and other animals.

What service must the animal provide?

The animal must serve a function directly related to your disability. The animal must be necessary to allow you to use and enjoy the housing. You must request your service or

companion animal as a reasonable accommodation of your disability, which enables you to fully enjoy the benefits of the housing.

Companion animals can provide emotional support to individuals with mental health disabilities. This can include alleviating anxiety, depression, stress and other symptoms of mental illness that interfere with your ability to live independently. It is necessary to demonstrate a relationship between your ability to function and companionship of the animal.

What can I be asked?

A landlord can ask if your service and/or companion animal is necessary for you to use and enjoy the housing unit. Housing providers can ask you to provide documentation from a professional, stating you have a disability resulting in one or more functional limitations.

A landlord cannot ask about the nature or extent of your disability, or require you to release your medical records.

Can I be charged?

A service and/or companion animal is not a pet, and therefore is not subject to a housing provider's pet rules. For example, size or weight restrictions in the pet rules do not apply to service animals. Housing providers are prohibited from charging a person with a disability a pet deposit or fee in order to keep a service animal.

If the animal causes damage to your unit beyond regular wear and tear, you will have to cover the damage out of the standard security deposit charged to everyone.

How do I request a reasonable accommodation?

The best way to ask for an accommodation is to write a letter explaining you need a reasonable accommodation to use and enjoy your unit. If you live in housing operated by a government Housing Authority, they may already have a reasonable accommodation form in place for your use.

How can I file a complaint?

You may file a complaint with the Nevada Equal Rights Commission (NERC) (NRS 118.110).

You must file the administrative complaint within 300 days of the discriminatory conduct.

You can also file a complaint with the United States Department of Housing and Urban Development (HUD).

(See Appendices for contact information)

Appendices

Resources for Service Animals for Nevada Residents

Disclaimer of Endorsement:

The following organizations are intended to be a general reference and do not constitute or imply any endorsement, recommendation, or favoring by the Nevada Disability Advocacy and Law Center.

Northern Nevada	Southern Nevada
<p>Dog Training by PJ 5303 Louie Lane #19 Reno, NV 89511 Voice: 775-828-0748 E-mail: dogtrainingbypj@ymail.com Website: www.dogtrainingbypj.com</p>	<p>Smarty Paws – 2 locations 4161 N. Rancho Drive #120 Las Vegas, NV 89130 Or 4544 W Russell Road Las Vegas, NV 89118 Voice: 702-396-8501 Website: www.smartypaws.com</p>
<p>Canine Companions for Independence® NW Regional Campus <i>(covers – Northern Nevada, Oregon, Washington, Idaho, Montana, Alaska and Wyoming)</i> 2965 Dutton Avenue Santa Rosa, CA 95407 Voice: 800-572-2275 Website: www.cci.org/northwest</p>	<p>Canine Companions for Independence® SW Regional Campus <i>(covers – Southern Nevada, Arizona, Utah, Colorado, New Mexico, Oklahoma, Arkansas, Southern California and Hawaii)</i> 124 Rancho del Oro Drive Oceanside, CA 92057 Voice: 800-572-2275 Website: www.cci.org/southwest</p>
<p><i>Check the websites for general information, class descriptions and schedules.</i></p>	

Aviation Consumer Protection Division (ACPD)

You may file a complaint with the ACPD if you experienced discrimination in air travel.

1200 New Jersey Ave, SE
Washington DC 20590
Voice: 202-366-2220
Toll Free: 866-835-5322
TTY: 202-366-0511
Website: <http://dot.gov/airconsumer>
Complaint form: <https://www.transportation.gov/airconsumer/file-consumer-complaint>

Equal Employment Opportunity Commission (EEOC)

You may file a complaint with the EEOC if you believe you experienced discrimination in employment.

333 Las Vegas Blvd South, Suite 8112, Las Vegas, NV 89101
Voice: 800-669-4000 / TTY: 800-669-6820 / Fax: 702-388-5094
ASL Video: 844-234-5122
Website: <https://www.eeoc.gov/field/lasvegas/>
Complaint process: <https://www.eeoc.gov/employees/howtofile.cfm>

Federal Transit Administration (FTA), Office of Civil Rights (OCR)

You may file a complaint with the FTA if you believe you experienced discrimination in public transportation.

East Building – 5th Floor, TCR
1200 New Jersey Ave., SE
Washington DC 20590
Voice: 888-446-4511
Website: <http://www.fta.dot.gov>
Complaint form:
https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Consolidated_Civil_Rights_Complaint_Form.pdf

Nevada Equal Rights Commission (NERC)

NERC works with the federal Equal Employment Opportunity Commission (EEOC) to investigate and bring suit for complaints of discrimination in the workplace. NERC also has jurisdiction in Nevada to investigate allegations of discrimination in housing and places of public accommodations.

Northern Nevada Office
1325 Corporate Blvd.
Room 115
Reno, NV 89502
Voice: 775-823-6690
Fax: 775-688-1292

Southern Nevada Office
1820 East Sahara Avenue, Ste 314
Las Vegas, NV 89104
Voice: 702-486-7161
Fax: 702-486-7054

Relay Nevada 711
Toll Free: 800-326-6868
Website: <http://detr.state.nv.us/nerc.htm>

Nevada State Bar Lawyer Referral and Information Service (LRIS)

If you want to file a lawsuit, the LRIS can provide referrals to attorneys who specialize in the appropriate area of law.

3100 W. Charleston Blvd. Suite 100
Las Vegas, NV 89102
Voice: 702-382-0504
Nevada Relay: 711
Toll Free: 800-789-5747
Website: <https://www.nvbar.org/lawyerreferral/lawyer-referral-information-service/>

Silver State Fair Housing Council (SSFHC)

You may contact the Silver State Fair Housing Council for fair housing questions and advocacy.

Northern Nevada Office:
110 W. Arroyo Street, Suite A,
Reno, NV 89509
P.O. Box 3935, Reno, NV 89505
Voice: 775-324-0990
Fax: 775-324-7507

Southern Nevada Office:
2820 S. Jones Blvd, Unit 4,
Las Vegas, NV 89146
P.O. Box 30936, Las Vegas, NV 89173
Voice: 702-749-3288
Fax: 702-749-3299

Relay Nevada 711
Toll Free: 888-585-8634
Email: fairhousing@ssfhc.org
Website: <http://silverstatefairhousing.org>

U.S. Department of Housing and Urban Development (HUD) – Nevada

You may file a civil rights complaint with HUD if you have experienced discrimination in housing.

Northern Nevada Office
745 West Moana Lane, Suite 360
Reno, NV 89509-4932
Voice: 775-824-3700
Fax: 775-784-4978

Southern Nevada Office
302 East Carson Street, 4th Floor
Las Vegas, NV 89101-5911
Voice: 702-366-2100
Fax: 702-388-6244

TTY: 800-877-8339 or dial 7-1-1 (Not available in all areas.)

Toll Free: 800-955-2232

Website: <http://portal.hud.gov/hudportal/HUD?src=/states/nevada/offices>

Online complaint form:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opportunity/complaint

United States - Department of Justice (DOJ), Office of Civil Rights (OCR)

You may file an ADA complaint alleging disability discrimination against a State or local government or a public accommodation (including, for example, a restaurant, doctor's office, retail store, hotel, etc.) online, by mail, or fax.

To file an ADA complaint by mail:
US Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section – 1425 NYAV
Washington, D.C. 20530

Voice: 800-514-03301

TTY: 800-514-0383

To file an ADA complaint by fax: 202-307-1197

To file an ADA complaint online: <https://www.ada.gov/complaint/>

Website: https://www.ada.gov/filing_complaint.htm