



Legislation Text

---

File #: Int 0431-2022, Version: A

---

Int. No. 431-A

By Council Members Salamanca, Hanif, Louis, Krishnan, Ayala, Lee, Sanchez, Velázquez, Gennaro and Rivera

A Local Law to amend the administrative code of the city of New York, in relation to customer service training for shelter personnel of the department of homeless services and its contractors

Be it enacted by the Council as follows:

Section 1. Chapter 3 of title 21 of the administrative code of the city of New York is amended by adding a new section 21-331 to read as follows:

§ 21-331 Customer service training. a. Definitions. For the purposes of this section, the following terms have the following meanings:

Provider. The term “provider” means a person under contract or similar agreement with the department to provide shelter.

Shelter. The term “shelter” means temporary emergency housing provided by the department or a provider to homeless adults, adult families, and families with children.

Shelter personnel. The term “shelter personnel” means employees of the department or a provider who have direct contact with shelter residents.

b. Unless provided otherwise by contract, the department shall develop and provide biannual training to shelter personnel on best practices for improving interactions between shelter personnel and shelter residents. Such training shall include techniques to improve professionalism, increase cultural sensitivity, implement a trauma-informed approach to interactions with shelter residents, and de-escalate conflict.

§ 2. This local law takes effect 120 days after it becomes law.

Session 12

RCC/DR

Int. # 883

3/8/2023 7:24pm

Session 11

SW/AV/ACK

LS #11323

Int 1748/2017

11/29/2017