

**LOCAL LAWS  
OF  
THE CITY OF NEW YORK  
FOR THE YEAR 2023**

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**No. 49**

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Introduced 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.

THE CITY OF NEW YORK, OFFICE OF THE CITY CLERK, s.s.:

I hereby certify that the foregoing is a true copy of a local law of The City of New York, passed by the Council on March 16, 2023 and returned unsigned by the Mayor on April 18, 2023.

MICHAEL M. McSWEENEY, City Clerk, Clerk of the Council.

CERTIFICATION OF CORPORATION COUNSEL

I hereby certify that the form of the enclosed local law (Local Law No. 49 of 2023, Council Int. No. 431-A of 2022) to be filed with the Secretary of State contains the correct text of the local law passed by the New York City Council, presented to the Mayor and neither approved nor disapproved within thirty days thereafter.

STEPHEN LOUIS, Acting Corporation Counsel.