



## Legislation Text

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Int. No. 238

By Council Members Hudson, Brewer, Lee, Gutiérrez, Cabán, Yeger, Louis, Abreu, Fariás, De La Rosa, Schulman, Hanif, Ung and Gennaro

A Local Law to amend the administrative code of the city of New York, in relation to establishing a technical support program for older adults

Be it enacted by the Council as follows:

Section 1. Chapter 2 of title 21 of the administrative code of the city of New York is amended by adding a new section 21-210 to read as follows:

§ 21-210 Technical support program for older adults. a. By no later than December 1, 2024, the commissioner, in collaboration with the commissioner of information technology and telecommunications and any relevant stakeholders deemed necessary by the mayor, shall develop a technical support program to serve older adults. Such program shall be offered at no cost and shall, at minimum, include the following:

1. Providing technical support related to the use of computers to the extent possible;
2. Providing technical support related to the use of phones;
3. Accessing and navigating telehealth services; and
4. Providing contact information for the technical support team associated with the device.

b. The program established pursuant to subdivision a of this section shall be made available in all designated citywide languages as defined in section 23-1101.

§ 2. This local law takes effect immediately.

Session 13  
LS #9254, 9435 and 10816  
1/22/2024

Session 12  
IB  
LS #9254, 9435 and 10816

1/5/2023