

<p>SUBJECT:</p> <p>Facility Access, Information Sharing, and Recording in DHS Facilities Procedure</p>	<p>APPLICABLE TO:</p> <p>All staff at DHS directly operated and provider funded facilities</p>	<p>ISSUED:</p> <p>March 6, 2024</p> <p>REPLACES FACILITY ACCESS (10-210) AND PROTECTING CLIENT PRIVACY - PROHIBITION AGAINST PHOTOS / RECORDING IN DHS FACILITIES AND SHELTERS (DHS-PB-2024-001).</p>
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<p>ADMINISTERED BY:</p> <p>All DHS Programs in Conjunction with the Office of Legal Affairs</p>	<p>APPROVED BY:</p> <p>Joslyn Carter, Administrator Department of Social Services/ Department of Homeless Services</p>
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INTRODUCTION

The Department of Homeless Services (DHS) is required to provide services in a manner that protects the health and safety of DHS clients and protect client confidentiality.

This procedure replaces the following: Facility Access Procedure (10-210); Shelter Access Guidelines (00-210); Access to the EAU (95-010); Visitation in Shelters by Legal Representatives of Shelter Clients (AS202); and Protecting Client Privacy Prohibition Against Photos / Recording in DHS Facilities and Shelters (DHS-PB-2024-001).

APPLICABILITY

This procedure applies to anyone attempting to enter a DHS facility, as well as DHS employees, provider employees, contractors, programs and facilities (e.g., intake centers, assessment sites, shelters, drop-in centers, stabilization sites, and safe havens).

PURPOSE

This procedure explains who may access or visit DHS and provider-run facilities (“DHS facilities” or “facilities”) and the steps staff working in DHS facilities (“facility staff”) must take to protect client privacy, confidentiality, and the safety of everyone on site.

The obligation includes ensuring that a client’s status as a shelter resident is not publicly disclosed without their consent. DHS may not reveal whether a client is staying in the shelter system or at a particular facility without the client’s consent or pursuant to other authorization, for example a court-issued subpoena or order.

This procedure also sets forth the prohibition against taking photos, filming, audio recordings, or live streaming of clients in DHS client facilities and the protocol facility staff must follow in the event of a violation of this prohibition.

DEFINITIONS

- **Visitor:** A person seeking access to a DHS facility who is not employed at the subject facility and is not a DHS client who receives temporary housing assistance at the subject facility.
- **PA:** DHS Program Administrator overseeing operations at a facility.
- **ICE:** Immigration and Customs Enforcement.
- **ICE Detainer:** Administrative request from ICE to detain a person in relation to their immigration status.

- **Valid photo ID:** Identification that is not expired and includes a picture of the visitor. Examples include: an agency-issued ID like from the New York State Office of Temporary and Disability Assistance (“OTDA”); a driver’s license, State-issued ID, passport, IDNYC card.
- **DHS facility:** Any building containing a DHS program including, but not limited to, intake centers, assessment sites, shelters, drop-in centers, stabilization sites, and safe havens.
- **Facility staff:** Staff working at DHS facility, whether operated by DHS or a provider.
- **Provider:** The entity that provides services at the DHS facility pursuant to a contract or other agreement.

ACCESS CONTROL

A. Photo ID and Signing In & Out

Except as set forth in this procedure, security and other staff monitoring a facility entrance (access control) may not admit any visitor into the facility unless the visitor:

- Shows a valid photo ID.
- Records the following information in the Visitor’s Logbook:
 - Name (printed) and professional title or organization (if applicable).
 - Name of person they are visiting (if applicable).
 - Date and time of arrival.
 - Signature.

Facility staff must require visitors to enter their departure time when leaving the facility.

B. Security Screening

Facility staff may not admit visitors who refuse to comply with the requirements set forth in this subsection.

1. *Metal Detectors*

Some DHS facilities have metal detectors (including walk-through and handheld magnetometers) at access control. At facilities with metal detectors, security staff must use metal detectors to screen visitors except law enforcement, Fire Department, Emergency Medical Services (“EMS”), and the New York City Mayor and their staff.

2. *Special Category Access Control – Visitors with Limited Mobility*

Some visitors with mobility disabilities may utilize devices like a cane, crutch, walker, manual/motorized wheelchair/scooter.

Facility staff must:

- Ask visitors who are unable to walk-through a magnetometer safely or independently from their mobility assistance device to transfer to a nearby secure chair, to complete the access control search.
- Search visitors with mobility disabilities by either a walk-through magnetometer or handheld magnetometer, and if necessary, upon consent a physical search/pat-down of the person's outermost garments.
- Search walkers and wheelchairs/scooters prior to allowing visitors to access the facility, including areas under the seat cushions and battery compartments, as these areas can be used for the transport of contraband, such as weapons or narcotics.

If visitors do not comply with the access control procedures, facility staff must deny access to the facility.

SUBPOENAS FOR DHS RECORDS OR SURVEILLANCE

A visitor may arrive at a DHS facility with a subpoena (see Attachment 1) ordering DHS and/or the provider to disclose the information or records of DHS clients.

Facility staff receiving a subpoena at their location must:

- Inform the visitor that they must serve the document via the Department of Social Services Office of Legal Affairs ("DSS OLA") subpoena window at 150 Greenwich Street, New York, NY 10007, 38th Floor.
- Notify OLA by sending the subpoena to Servicedss@dss.nyc.gov for further guidance.

Facility staff must not disclose information or records prior to contacting DSS OLA.

PHOTOGRAPHY AND RECORDING IN DHS FACILITIES

Publicly posting photos and recordings of clients inside of a shelter in common areas is prohibited.

To protect a client's right to privacy, no photographs of any kind may be taken, and no filming, audio recording, or live streaming to social media, video platforms such as YouTube, or subscription-based online services or sites such as OnlyFans, may be done in common areas of DHS facilities where clients and/or applicants are present. Common areas include congregate or shared client rooms or dormitories when other clients and/or applicants are or may be present.

This includes recording of any client images by any type of camera or film recording device, such as a stand-alone camera, camcorder, cell phone, etc. The violation of client privacy in this manner can disrupt shelter operations and create a health and safety risk to clients and staff.

All DHS clients acknowledge that they will abide by the Client Code of Conduct (**DHS-118**, **DHS-118a**, or **DHS-118b**), which explicitly states that clients will not take pictures, video, or make audio and/or visual recordings in common areas of DHS facilities.

DHS facilities must display a poster advising facility staff and others of the prohibition against taking photos, video, live streaming or audio recording in common areas of DHS facilities where other clients or applicants are present (**POST-266 MLF**).

All persons at DHS locations, whether DHS staff, clients, or other visitors (for example, contractors working in Agency facilities) must ensure they do not violate this policy.

Facility staff must direct anyone observed taking photos/filming, audio recording, or live streaming in any area where clients or applicants are present, to stop immediately. All violations are subject to the provisions listed in the following procedures:

18-401	Suspension of Services
98-410	Adult Shelter Rights, Rules and Responsibilities
04-416	Client Responsibility (Single Adults)
04-500	Client Responsibility for Adult Families
16-500	Client Responsibility Procedure for Families with Children

All DHS and facility staff must cooperate to ensure that this policy is enforced, and the health and safety of Agency clients are fully respected.

TYPES OF VISITORS TO DHS FACILITIES

A. Permitted Visitors

The individuals listed below may be authorized to visit DHS facilities. Some of these visitors may need prior authorization from DHS and/or DSS, depending on their identity and purpose of the visit. The following section contains detailed instructions on how to determine whether to grant access.

- Law Enforcement
- Emergency Responders (Other than Law Enforcement)
- Press or Media Representatives
- Elected Officials
- Clients' Legal Representatives
- Clients' Non-Legal Representatives
- Court-Appointed Monitors
- New York State and City Inspectors
- City Lawyers and Administration Officials
- Personal Visitors of Clients
- Organizations Permitted or Legally Required to Provide Services at the Facility

B. All Other Visitors

If anyone other than the individuals listed in the *Permitted Visitors* section above attempts to access a DHS facility or arrange a visit to a DHS facility, facility staff may not grant access.

Facility staff must contact their PA and email the Department of Social Services ("DSS") Office of Legal Affairs ("OLA") email (OLALegalInquiry@dss.nyc.gov).

LAW ENFORCEMENT

Facility staff may only grant facility access to law enforcement consistent with the remainder of this section.

A. Denying Facility Access to Law Enforcement

Facility staff must verbally deny access to law enforcement unless the law enforcement officer(s) meets the access requirements as defined in this policy.

If the law enforcement officer does not voluntarily leave the facility after the verbal denial, facility staff must ask the officer to wait in an area prior to access control or outside while the Facility Director their designee calls their DHS Program Administrator for further guidance.

If the law enforcement officer agrees to wait, facility staff must contact their PA for further guidance.

The PA may escalate to their Assistant/Associate Commissioner and Shelter Security Management, who will determine how to proceed in consultation with DHS/DSS.

1. *Law Enforcement Refusal and Escalation*

In certain instances, law enforcement may refuse to respect the facility's denial of access and attempt to enter the facility using force.

Facility staff must *never* utilize physical force to prevent law enforcement from accessing DHS facilities.

Facility staff must immediately alert their PA, or the on-call PA if afterhours, if law enforcement forces their way into the facility.

The PA must escalate to their Assistant/Associate Commissioner and Shelter Security Management, who will determine how to proceed in consultation with DHS/DSS.

Facility staff must take any actions required by [DHS-PB-2022-001](#) Incident Reporting Procedure for DHS Funded Programs.

B. Emergency Response and Exigent Circumstances

1. *Emergency Response*

Facility staff must immediately grant access and must not immediately ask for valid photo ID to law enforcement if:

- Law enforcement is responding to an emergency.
- Law enforcement is responding to a call from facility staff.

When it is safe to do so, facility staff must:

- Write down the names and badge numbers of law enforcement officers.
- For law enforcement agencies other than the New York Police Department ("NYPD"), write down the name of the law enforcement agency and contact information.

2. *Exigent Circumstances*

Facility staff must immediately grant access to law enforcement and must not immediately ask for valid photo ID if law enforcement requires access:

- To prevent harm to the client or another person.
- To stop a crime in progress.
- To prevent a person engaged in a crime from fleeing or destroying evidence of the crime.

When it is safe to do so, facility staff must:

- Write down the names and badge numbers of law enforcement responders.
- For law enforcement agencies other than NYPD, facility staff must also write down the name of the law enforcement agency and contact information.
- Contact their PA, or the on-call PA, if afterhours.

The PA must escalate to their Assistant/Associate Commissioner and Shetler Security Management, who will determine how to proceed in consultation with DHS/DSS.

Facility staff must take any actions required by [DHS-PB-2022-001](#) Incident Reporting Procedure for DHS Funded Programs.

C. Non-Emergency Circumstances

When law enforcement seeks access to a DHS facility and *it is not an emergency or exigent circumstance* as described in the previous section, facility staff must grant access or share information only if the law enforcement officer meets the criteria described in this subsection.

If facility staff denies access to law enforcement, facility staff must record the denial in their visitor and/or security logbook and notify their PA.

1. Warrants and Subpoenas for Access

Facility staff must grant access to law enforcement if the law enforcement official seeking access:

- Shows valid photo ID.
 - Presents one or more of the following documents if the document is signed by a judge and dated within the last six months:
 - Warrant (see Attachment 2).
 - Parole violation warrant (see Attachment 3).
 - Subpoena (see Attachment 4).

If a warrant or subpoena is not signed by a judge or not dated within the last six months, contact OLA for further guidance (servicedss@dss.nyc.gov).

Facility staff must record officers' names and badge numbers and where applicable contact information and make a copy of the document.

2. New York Police Department Investigation Card

- a) Congregate or Shared Sleeping Areas

Facility staff may grant access to NYPD officer(s) who present an NYPD Investigation Card (“I-Card”, see Attachment 5) if the client receives shelter in a congregate or shared sleeping area in a Single Adult or SHS facility.

Facility staff must record the officers’ names and badge numbers and make a copy of the I-Card.

b) Single Rooms, Private Rooms, and Family Units

Facility staff may not grant access to law enforcement presenting an I-Card if the client receives shelter in:

- A single or private room in Single Adult or SHS facilities.
- A family unit in Adult Family or Families with Children facilities.

3. *Disclosures of Current Shelter Address*

Facility staff may not disclose DHS client information except in response to valid warrant/subpoena/I-Card subject to the exception below.

Facility staff must provide a DHS client’s current shelter address to law enforcement if the official provides the name or description of the client they are attempting locate and the officer alleges:

- The client is trying to avoid prosecution of a felony or prison.
- The client is violating probation or parole.
- The client has information needed for official law enforcement business.

If a named individual results in the identification of more than one client record, the law enforcement official must provide more information (demographics, DOB, description if known) to ensure the correct client information is provided.

A NYPD Intelligence Bulletin (see Attachment 6) is an example of a document that would be sufficient for facility staff to disclose the current shelter address of a DHS client.

Note: Facility staff may not disclose a DHS client’s current shelter address to law enforcement if the only crime investigated relates to immigration status or immigration court proceedings related to the client’s status.

Note: Facility staff may become aware of a law enforcement request for information of a DHS client through sources like flyers, the media, or an NYPD hotline.

Prior to sharing information with law enforcement, the facility director or their designee must contact DHS Shelter Security Management to discuss whether the facility may disclose the client’s information to law enforcement.

4. *Interviews without Warrants*

In the absence of a warrant or I-Card, law enforcement may speak with a DHS client only if the client consents.

Prior to admitting law enforcement, facility staff must speak with the client privately to determine if the client agrees to speak with law enforcement.

Facility staff must:

- Offer a private area for the interview to occur, if available.
- Accompany law enforcement to the area where the interview will occur.
- Ensure law enforcement's access to areas within the facility is limited to the interview's location.

If the client does not agree, facility staff must deny access.

5. *Arrest Warrants*

Facility staff must grant access to law enforcement to arrest a DHS client if law enforcement:

- Shows valid photo ID.
- Has an arrest warrant that is signed by a judge and dated within the last six months.

If a warrant is not signed by a judge or not dated within the last six months, contact OLA for further guidance (servicedss@dss.nyc.gov).

Note: Law enforcement may arrest DHS client or other person without a warrant if they observe criminal activity during an authorized visit.

6. *Parole and Probation Officers*

Facility staff must grant access to a visitor who is a parole or probation officer if the officer:

- Shows valid photo ID.
- Shows documentation demonstrating the DHS client uses the facility address for their residence.

Note: DHS clients on parole must inform the Department of Corrections and Community Supervision (DOCCS) of their address and allow the parole officer to search them or their residence. Facility staff may allow parole officers to access shelters where clients on parole are staying.

D. Immigration-Related Requests from Law Enforcement

New York City Local Law prohibits DHS from disclosing the immigration status of DHS clients. The prohibition against sharing a DHS client's immigration status applies whether the client is a suspect, witness, or victim.

1. *Immigration Information Sharing*

If law enforcement asks questions about a DHS client's immigration status, facility staff must:

- Notify law enforcement that immigration status is not a record that DHS maintains.
- Notify law enforcement that client case records may contain immigration-related information, but DHS can only disclose client records in response to a court-ordered subpoena.
- Direct law enforcement to contact DSS OLA at servicedss@dss.nyc.gov for information about how to obtain client records.

2. *Facility Access and Information Sharing*

The previous subsections cover under what circumstances facility staff may grant facility access to or share information with law enforcement.

These subsections also apply to ICE requests – for example, facility staff must grant access to ICE if there is an emergency, exigent circumstance, or if the ICE official presents a valid court-ordered warrant or subpoena.

However, facility staff may not grant access to an ICE official to arrest or interview a DHS client if the sole purpose for the arrest or interview is related to the client's immigration status and the ICE official does not have a valid court-ordered warrant or subpoena.

3. *ICE Detainers*

ICE officials may present an ICE Detainer (see Attachment 7) at DHS facilities to justify a request to facility staff:

- For facility access to arrest or interview a DHS client; or
- For information about a DHS client.

An ICE Detainer by itself is NOT sufficient to grant facility access to or share information about a DHS client with law enforcement.

Facility staff must not grant law enforcement facility access or share information about a DHS client with law enforcement if the only document presented is an ICE Detainer.

ACCESS REQUIREMENTS FOR OTHER VISITORS

If facility staff cannot determine whether the visitor meets access requirements, facility staff must deny entry, direct the visitor to waiting area prior to access control or ask the visitor to wait outside, and contact DSS OLA by email at (OLALegalInquiry@dss.nyc.gov) **and** their DHS PA.

If an authorized visitor engages in conduct that interferes with shelter operations during a visit, facility staff must immediately call their facility or provider leadership and/or their DHS PA to determine how to proceed.

A. Emergency Responders (Other Than Law Enforcement)

Emergency responders include Emergency Medical Services and the Fire Department.

Facility staff must admit emergency responders immediately without showing valid photo ID in an emergency or when called by the facility.

Staff must write down names and badge numbers in the Visitor's Logbook as soon as safety allows.

B. Press or Media Representatives

1. *Prior Approval Process*

Press and media representatives ("press representatives") may visit DHS facilities only after receiving prior approval from DSS.¹

A representative from DSS and/or DHS must *always* accompanies press representatives on visits to DHS facilities.

2. *Access Process*

Facility staff must admit a visitor who is a press representative if the person:

- Shows valid photo ID.
- Is joined by a representative from DSS and/or DHS.

¹ As part of the prior approval process, DSS ensures that press members sign confidentiality and/or non-disclosure agreements prohibiting press members from using, disclosing, publishing, posting client information and shelter addresses. Client information includes, but is not limited to: name, public assistance status, temporary housing assistance status, voices, images, personally identifying information that could be used to identify or locate a client. Clients may consent in writing to a disclosure of their information.

If a press member seeks access and is not joined by a representative of DSS and/or DHS, facility staff must:

- Deny facility access to the press member.
- Contact their PA, or on-call PA if afterhours.
- Take any actions required by [DHS-PB-2022-001](#) Incident Reporting Procedure for DHS Funded Programs.

Note: Facility staff may not interfere with or prohibit clients from speaking with press representatives outside of the facility.

C. Elected Officials

1. New York City Mayor

The New York City Mayor (“Mayor”) may visit DHS facilities without prior notice.

If the Mayor presents at a DHS facility without prior notice, facility staff must:

- Grant access.
- Accompany the Mayor during the visit.

The Mayor is not required to show photo ID to access the facility.

Facility staff must contact their PA, or on-call PA if afterhours.

The PA must escalate to their Assistant/Associate Commissioner, who will determine how to proceed in consultation with DHS/DSS.

2. Other Elected Officials

a) Prior Approval Process

Other than the New York City Mayor, elected officials and their staff (“elected officials”) may visit DHS facilities only after receiving prior permission from DSS. As part of the prior permission process, DSS ensures that elected officials sign confidentiality and/or non-disclosure agreements.

A representative from DSS and/or DHS must *always* accompany elected officials on visits to DHS facilities.

b) Access Process

Facility staff must admit a visitor who is an elected official if the elected official is joined by a representative from DSS and/or DHS.

Elected officials must show photo ID to access the facility.

If the elected official arrives unannounced and is not joined by a DHS representative, facility staff must direct the person to a waiting area prior to access control or ask the elected official to wait outside.

The Facility Director or their designee must immediately contact their PA, or on-call PA if afterhours.

The PA must escalate to their Assistant/Associate Commissioner, who will determine how to proceed in consultation with DHS/DSS.

D. Clients' Legal Representatives

During visitation hours set forth in facility rules at DHS facilities, or during operating hours at Prevention Assistance and Temporary Housing ("PATH") intake center or the Adult Family Intake Center ("AFIC"), facility staff must admit a visitor who is a client's legal representative as long as the person:

- Shows valid photo ID.
- States which client or family they represent.

A client's legal representative may visit the client's unit in Families With Children facilities.

Facility staff must allow legal representatives to speak with other clients if asked for legal assistance during a visit authorized under this section.

This guidance does not mean that a legal representative of a client may solicit clients openly. For example, facility staff must not allow a legal representative to set up an intake table open to all clients in the cafeteria of a DHS facility.

E. Clients' Non-Legal Representatives

Non-legal representatives are people who advocate on behalf of DHS clients and are not attorneys.

During visiting hours set forth in facility rules, facility staff must admit non-legal client representatives if the person:

- Shows valid photo ID.
- States which client or family they represent.

If facility staff is unsure whether the visitor represents a client, facility staff must speak with the client to confirm.

The client and non-legal representative may meet in a designated area of the facility.

In Commercial Hotels (Families With Children): If facility staff cannot identify a designated space for families to receive visitors, facility staff must contact the PA to determine how best to accommodate the request if and when necessary.

In Shelters for Adults: It may not be feasible for shelters for adults to designate a space for clients to receive visitors. If there is no designated space, facility staff must contact the PA to determine how best to accommodate the request if and when necessary.

F. Court-Appointed Monitors

Coalition for the Homeless (“Coalition”) is the Court-appointed monitor of intake and shelter conditions for single adults and inspects other DHS facilities with DHS’s consent.

During the hours agreed upon between DHS and Coalition, which vary based on the facility type and purpose of the visit, facility staff must admit a Coalition monitor if the person:

- Shows valid photo ID.
- Appears on the Coalition Monitors List.

G. New York State or City Inspectors

Facility staff must admit New York State (NYS) Inspectors, including inspectors from New York City Department of Investigations; NYS Office of Temporary and Disability Assistance; NYS Department of Health, NYS Office of Addiction Services and Supports, NYS Office of the Inspector General, if the person:

- Shows valid photo ID demonstrating they are employed as a NYS Inspector.

Facility staff may not deny entry to a NYS Inspector on the grounds that the NYS Inspector did not give prior notice and/or obtain permission in advance of the visit.

Once admitted, the facility director must:

- Provide unrestricted access to facility.
- Accompany the NYS Inspectors during the visit.
- Permit NYS Inspectors to take photos.

H. City Attorneys and Administration Officials

1. Prior Approval

Attorneys from the NYC Law Department (e.g., Corporation Counsel) and senior administration officials from the New York City Mayor’s Office may set up a visit through the DSS Commissioner’s Office.

DSS or DHS must inform the facility director of the date and time visit.

2. *Without Prior Notice*

If an attorney from the NYC Law Department or a senior administration official from the New York City Mayor's Office arrives without prior notice from DSS/DHS, facility staff must immediately alert their PA, or the on-call PA if afterhours.

The PA must escalate to their Assistant/Associate Commissioner, who will determine how to proceed in consultation with DHS/DSS.

3. *Access Process*

Upon arrival, facility staff must admit a person covered in this section if the person shows valid photo ID.

After admitting a visitor covered under this section, the facility director must accompany any visitors throughout the site visit. If the facility director has questions, the facility director must contact their PA.

I. Personal Visitors of Clients

Except for intake centers, clients may have personal visitors in designated areas in DHS facilities with a designated space to receive visitors. Facilities with designated space must visibly post visiting hours for clients and visitors.

Clients must notify facility staff in advance of a personal visit, including the date and time of the visit and the identity of the visitor.

1. *With Prior Notice*

Facility staff must admit personal visitor if:

- The client provided advance notice of the identity of the visitor.
- The visitor shows valid photo ID.

Facility staff must accompany the visitor to the location in the facility where the visit will occur.

In Commercial Hotels (Families With Children): If facility staff cannot identify a designated space for families to receive visitors, facility staff must contact the PA to determine how best to accommodate the request if and when necessary.

In Shelters for Adults: It may not be possible for shelters for adults to designate a space for clients to receive visitors. If there is no designated space, facility staff must contact the PA to determine how best to accommodate the request if and when necessary.

Clients may end personal visits at any time.

2. *Without Prior Notice*

If a visitor presents at a DHS facility to visit a DHS client and the client did not provide prior notice of the identity of the visitor, facility staff may not disclose whether the client receives shelter at the facility.

Instead, facility staff must:

- Explain that facility staff is prohibited by law from disclosing the identity of DHS clients and cannot confirm whether the client receives shelter at the facility.
- Offer to share the visitor's contact information with the client who may or may not be receiving services at the facility.

J. Process Servers

1. *NYC Administration for Children's Services (ACS)*

Process servers attempting to serve documents on behalf of ACS may not visit DHS facilities to serve legal documents on DHS clients. Facility staff may not provide grant access to ACS process servers except as set forth below.

a) Client Consent

Sometimes, ACS gives prior notice to a facility that a process server will visit the site. Prior to the visit, facility staff must ask the client if they consent to accepting the document.

If process servers arrive at DHS facilities without prior notice, facility staff must ask the client if they consent to accepting the document.

Facility staff must offer to refer the client to the on-site ACS liaison, if the ACS liaison is available.

b) Access Requirements

Facility staff must grant access to an ACS process server if:

- The process server shows valid photo ID.
- The client consents to service at the DHS facility.

Facility staff are not required to accept service on behalf of any client.

Facility staff may not interfere with ACS process servers that attempt to serve DHS clients outside the building.

2. *Service of Process on DSS or DHS*

Sometimes, process servers appear at DHS facilities to serve process on DSS or DHS.

Facility staff must inform the person with the subpoena that they must serve the document via the DSS OLA service window at 150 Greenwich Street, New York, NY 10007, 38th Floor.

Facility staff is responsible for communicating any service requirements that apply to serving process on the provider.

3. *All Other Process Servers*

Facility staff must not allow process servers to enter DHS facilities to serve process on DHS clients.

Facility staff may not interfere with process servers that attempt to serve DHS clients outside the building.

K. Organizations Allowed or Legally Required to Provide Services at the Facility

DHS and providers allow other agencies to provide on-site client services including, but not limited to, the following:

- Childcare.
- After-school programs.
- Medical and behavioral health services.
- Housing services.
- Job training or employment services.
- Repair work or improvements.

Effective Immediately

REFERENCES

Attachment 1: Sample Subpoena for Documents

Attachment 2: Sample Warrant

Attachment 3: Sample Parole Violation Warrant

Attachment 4: Sample Subpoena for Property

Attachment 5: Sample NYPD Investigation Card

Attachment 6: Sample Intelligence Bulletin

Attachment 7: Sample ICE Detainer

RELATED ITEMS

18-401	Suspension of Services
98-410	Adult Shelter Rights, Rules and Responsibilities
04-416	Client Responsibility (Single Adults)
04-500	Client Responsibility for Adult Families
16-500	Client Responsibility Procedure for Families with Children
DHS-PB-2022-001	Incident Reporting Procedure for DHS Funded Programs

ATTACHMENTS

DHS-118 (E)	Statement of Client Rights and DHS Code of Conduct (Adult Services) (Rev. 09/12/22)
DHS-118a (E)	Statement of Client Rights and DHS Code of Conduct (Family Services) (Rev. 09/12/22)
DHS-118b (E)	Statement of Client Rights and DHS Code of Conduct (Street Homeless Solutions) (Rev. 09/12/22)
POST-266 (E)	DHS No Recording (Rev. 01/23)



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COUNTY OF NEW YORK
ONE HOGAN PLACE
New York, N. Y. 10013
(212) 335-9000



Re: Investigation No. [REDACTED]

To Whom It May Concern:

Enclosed please find a subpoena seeking records relating to the above referenced matter. These records are needed on or before Friday February 16, 2024. In lieu of appearing personally with the requested documents, you may give the requested documents to a member of the New York City Police Department or mail or deliver them to New York County District Attorney's Office, 100 Centre Street, New York, NY 10013. Please mark the records, "# [REDACTED]", for the attention of Assistant District Attorney, Rachel Schorr, Room 575".

If you have any problems or questions concerning the subpoena, please call me at (212) 335-3580, or my paralegal, Luisa Stalman, at (212) 335-4320. Your attention to this matter is greatly appreciated.

Sincerely,

Rachel Schorr

Rachel Schorr
Assistant District Attorney
(212) 335-3580

Enc.

SUBPOENA (DUCES TECUM)

FOR A WITNESS TO ATTEND THE
GRAND JURY
In the Name of the People of the State of New York

To: [REDACTED]
of: [REDACTED]

YOU ARE COMMANDED to appear before the **GRAND JURY** of the County of New York, at the Grand Jury, Room 907 of the District Attorney's Office, at 100 Centre Street, between Hogan Place and White Streets, on the 9th floor in the Borough of Manhattan, of the City of New York, on February 16, 2024, at 9:00 AM, as a witness in a criminal proceeding entitled:

Investigation No. [REDACTED]

and to bring with you and produce the following items:

ANY AND ALL surveillance footage from outdoor cameras located in the offices on the west side of [REDACTED] Street, New York NY 10019 from 1/29/2024 between the hours of 3:00 PM and 4:30 PM.

IF YOU FAIL TO ATTEND AND PRODUCE SAID ITEMS, you may be adjudged guilty of a Criminal Contempt of Court, and liable to a fine of one thousand dollars and imprisonment for one year.

Dated in the County of New York,
February 14, 2024

ALVIN L. BRAGG, JR.
District Attorney, New York County

By: Rachel Schorr
Rachel Schorr
Assistant District Attorney
(212) 335-3580

Case # [REDACTED]

This is a Sample Bench Warrant Signed by a Judge



OK in all situations when presented

SUPERIOR COURT
Bench Warrant
SUPREME COURT OF THE CITY OF NEW YORK

Part:	Return Part:	County:	SUPREME COURT NUMBER/YEAR
60	60	KINGS	[REDACTED]

IN THE NAME OF THE PEOPLE OF THE STATE OF NEW YORK:

To any Police Officer of the City of New York.

An Accusatory instrument having been filed with this Court Charging

DOE, JOHN

the defendant in the criminal action herein, with the commission of the Offense of

PL14020(00) F

- AND
- The defendant not having been arraigned upon the accusatory instrument by which this criminal action against the defendant was commenced and this Court requiring the defendant's appearance before it for the purpose of arraignment,
 - The defendant having been arraigned upon the accusatory instrument by which this criminal action against the defendant was commenced and this criminal action being pending in the Court and this Court requiring the defendant's appearance before it,
 - The defendant having been convicted of PL1402000F and having been sentence to - and this Court requiring the defendant's appearance before it,

You are, therefore, commanded forthwith to arrest the defendant named above and bring him before this Court without unnecessary delay.

BY ORDER OF THE COURT:

JUSTICE OF THE SUPREME COURT

Bail Condition Violated:

Date of Warrant: 07/22/2019

NCIC No:	[REDACTED]	DCJS No:	[REDACTED]	OCA No:	[REDACTED]
Defendant Name:	DOE, JOHN	Sex:	MALE		
AKA:		Ht:	5'7"	Wgt:	170
Race:	BLACK	DOB:	09/09/1999	Age::	99
Eyes::	BROWN	Hair:	BLACK	Skin Tone:	MEDIUM
Driver Lic No:		Yr Lic Exp:		Lic St:	
SSN:				NYSID:	[REDACTED]
ADDRESS:	123 MAIN STREET BROOKLYN, NY				
Arrest Date:	12/30/2016	Precinct:	088	Arrest ID:	[REDACTED]
Charge:	PL	Penal Law:	14020	Crime Class:	F
Dept/Agency:	NY0303000	Command:	999	Tax Reg #:	[REDACTED]
Officer Name:	JOHN DOE			Shield #:	[REDACTED]

GRAND JURY SUBPOENA
FOR A WITNESS TO TESTIFY BEFORE THE
GRAND JURY OF BRONX COUNTY

IN THE NAME OF THE PEOPLE OF THE STATE OF NEW YORK YOU ARE COMMANDED TO APPEAR AT THE BRONX COUNTY HALL OF JUSTICE, 265 EAST 161ST STREET, BRONX COUNTY, STATE OF NEW YORK, AS A WITNESS IN A CRIMINAL ACTION PROSECUTED BY THE PEOPLE OF THE STATE OF NEW YORK.

NAME [REDACTED] - Shelter
NUMBER AND STREET [REDACTED]
CITY, STATE, ZIP CODE Bronx, NY [REDACTED]

NAME OF DEFENDANT [REDACTED]	GRAND JURY NO. [REDACTED] /2022
--	---

ATTEND AT:


MONTH 08	DAY 26	YEAR 2022	PART NO. GRAND JURY	TIME 9:00 A.M.
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FOR INFORMATION CALL:

ASSISTANT DISTRICT ATTORNEY Kimberly Gay	PHONE (718) 664-1576
--	--------------------------------

<p>YOU ARE COMMANDED TO BRING WITH YOU AND PRODUCE THE ITEMS LISTED HERE. IF YOU FAIL TO ATTEND YOU WILL BE DEEMED GUILTY OF CRIMINAL CONTEMPT OF COURT AND LIABLE TO A FINE OF TWO HUNDRED FIFTY DOLLARS AND IMPRISONMENT FOR THIRTY DAYS AND TO BE PROSECUTED FOR A MISDEMEANOR.</p>
--

ITEM(S) SUBPOENAED: In lieu of person appearance, (may fax or email) please provide: Any and all clothing and property of the defendant in the custody of the shelter
THIS SUBPOENA PERTAINS TO A PENDING CRIMINAL ACTION, PLEASE EXPEDITE
THE CONTENTS OF THIS SUBPOENA SHALL NOT BE DISCLOSED TO ANY PERSON BUT UPON THE LAWFUL ORDER OF A COMPETENT JURISDICTION.

DARCEL D. CLARK BRONX COUNTY DISTRICT ATTORNEY	SIGNATURE  ASSISTANT DISTRICT ATTORNEY Kimberly Gay	DATE 8/26/22
--	---	------------------------

INFORMATION FOR WITNESSES

In addition to the item(s) listed on the reverse side of this form, you should also bring with you and produce any other items which are relevant to this case.

Should the case not be called for trial and no reason assigned in Court, please inquire in the District Attorney's Office about it and you may save time.

If you know of more testimony than was produced before the Criminal Court Judge, or if a fact which you think is material was not brought out there, please state the same to the District Attorney or one of his Assistants.

SPECIAL NOTICE TO POLICE OFFICERS

Officers are requested to furnish the District Attorney or his Assistant in charge of the case all information obtainable relating to the defendant and his history, including records of any prior arrests or convictions.

SPECIAL NOTICE TO WITNESSES

Complainants and witnesses should report to the District Attorney or his Assistants any attempt to intimidate them not to appear as witnesses.

**DARCEL D. CLARK
BRONX COUNTY DISTRICT ATTORNEY**



LAW ENFORCEMENT SENSITIVE / FOR OFFICIAL USE ONLY



THE PORT AUTHORITY OF NY & NJ POLICE DEPARTMENT

Edward T. Cetnar
Superintendent of Police /
Director, Public Safety Department

Intelligence Bulletin

Release Date: February 24, 2024
CIB No: [REDACTED]

Attempt to Identify – BT

Attempt to Identify Subject



The Central Zone Detective Squad is attempting to identify the above-pictured suspect regarding a Criminal Mischief-Making Graffiti incident at **Gates 19 and 21 of the PABT**. On Wednesday, 02/14/24 at approximately 1906 hours, the above suspect was observed writing on the No Trespassing sign located at Gate 19. At approximately 1908 hours, the suspect was observed writing on the No Trespassing sign located at Gate 21. Graffiti markings depict the following: “El Tren de Aragua,” “Te Vas a morir Dabru,” “La Demencia Bruja,” “Maidito Mamaguevo Sapo Becerro,” “Venezuela,” “Maiandto,” “Manchao,” “Chocon,” “Es el Ampa” and “Te Suenan Caracas.” The suspect was last seen exiting the Port Authority Bus Terminal and entering the Times Square Subway System at the North Wing Lower-Level entrance.

The suspect is described as a dark-skinned Hispanic male, thin build, who was wearing a black jacket with white stripes on the side of the arms, black pants, a white hoodie, black sneakers with white soles, and carrying a black Adidas backpack with red writing and red stripes.

If anyone encounters or can identify the above subject, please contact the Central Zone Detective Squad/ Detective B. Kubic at [REDACTED] or the on-duty D/Sgt. at [REDACTED].

****NO PROBABLE CAUSE TO ARREST – ATTEMPT TO IDENTIFY ONLY****

Source: Central Zone Detective Squad – Ref. Case [REDACTED]

Prepared by: M. Flanigan / Reviewed by: H. Johnson

All members of the service are reminded to be vigilant, use caution if encountering similar incidents and to report all suspicious activity to the Port Authority Police Detective Unit and CPD at [REDACTED].

PLEASE POST AND READ AT ALL ROLL CALLS


This is a sample NYPD Investigation Card ("I-Card")



OK but only when the client is a single adult or SHS client who does not have a single/private room.

I-CARD Profile

Page 1 of 1

	Name: DOE, JOHN	NYSID: [REDACTED]	I-Card #:	I-Card Date: 08/18/2019	Submit Date: 08/18/2019	I-Card Status: ACTIVE
	Address: [REDACTED]			DOB:	Race: [REDACTED]	Sex: MALE
	SSN: [REDACTED]			Height: 5 ft.08 in.	Weight: 280 lbs.	
	Alias:			Hair:	Eyes:	
	Residence PCT: 077 PRECINCT			EDP/Psych History:	Custody Not in Status: Custody	
	Submitting Command/Agency: 297-DET SQD. BKLYN NORTH-077			Submitting Officer: JOHN DOE (999999)	Notified Sub Unit: BKLYN NORTH WARRANTS	
Notified Command: 580 - WARRANT SECTION						

I-Card Type: PERPETRATOR - PROBABLE CAUSE TO ARREST

UF61 and Investigation

UF61:

Case ID: 275

DV: YES

Charge Description: ROB-2ND:PHY INJ/DISP FIREARM

Law: PL

Article Section: PL16010

Class: C

SubSection: 02A

Degree: 2

Category: F

Attempt N

Indicator:



UNACCEPTABLE in all situations when presented

DEPARTMENT OF HOMELAND SECURITY (DHS)
IMMIGRATION DETAINER – REQUEST FOR VOLUNTARY ACTION

Subject ID:
Event #:

File No:
Date:

TO: (Name and Title of Institution - OR Any Subsequent Law Enforcement Agency)

FROM: (DHS Office Address)

Name of Subject: _____

Date of Birth: _____ Citizenship: _____ Sex: _____

1. DHS HAS DETERMINED THAT (mark at least one option in subsection A and one option in subsection B, or skip to section 2):

A. THE SUBJECT IS AN IMMIGRATION ENFORCEMENT PRIORITY BECAUSE HE/SHE:

- has engaged in or is suspected of terrorism or espionage, or otherwise poses a danger to national security;
has been convicted of an offense of which an element was active participation in a criminal street gang, as defined in 18 U.S.C. § 521(a), or is at least 16 years old and intentionally participated in an organized criminal gang to further its illegal activities;
has been convicted of an offense classified as a felony, other than a state or local offense for which an essential element was the alien's immigration status;
has been convicted of an aggravated felony, as defined under 8 U.S.C. § 1101(a)(43) at the time of conviction;
has been convicted of a "significant misdemeanor," as defined under DHS policy; and/or
has been convicted of 3 or more misdemeanors, not including minor traffic offenses and state or local offenses for which immigration status was an essential element, provided the offenses arise out of 3 separate incidents.

B. PROBABLE CAUSE EXISTS THAT THE SUBJECT IS A REMOVABLE ALIEN. THIS DETERMINATION IS BASED ON:

- a final order of removal against the subject;
the pendency of ongoing removal proceedings against the subject;
biometric confirmation of the subject's identity and a records check of federal databases that affirmatively indicate, by themselves or in addition to other reliable information, that the subject either lacks immigration status or notwithstanding such status is removable under U.S. immigration law; and/or
statements made voluntarily by the subject to an immigration officer and/or other reliable evidence that affirmatively indicate the subject either lacks immigration status or notwithstanding such status is removable under U.S. immigration law.

2. DHS TRANSFERRED THE SUBJECT TO YOUR CUSTODY FOR A PROCEEDING OR INVESTIGATION.

- Upon completion of the proceeding or investigation for which the subject was transferred to your custody, DHS intends to resume custody of the subject to complete processing.

IT IS THEREFORE REQUESTED THAT YOU:

- Serve a copy of this form on the subject and maintain custody of him/her for a period NOT TO EXCEED 48 HOURS beyond the time when he/she would otherwise have been released from your custody to allow DHS to assume custody. This request takes effect only if you serve a copy of this form on the subject, and it does not request or authorize that you hold the subject beyond 48 hours. This request arises from DHS authorities and should not impact decisions about the subject's bail, rehabilitation, parole, release, diversion, custody classification, work, quarter assignments, or other matters.
As early as possible prior to the time you otherwise would release the subject, please notify DHS by calling U.S. Immigration and Customs Enforcement (ICE) or U.S. Customs and Border Protection (CBP) at _____. If you cannot reach an official at the number(s) provided, please contact the Law Enforcement Support Center at: (802) 872-6020.
Notify this office in the event of the subject's death, hospitalization or transfer to another institution.
If checked: Please cancel the detainer related to this subject previously submitted to you on _____ (date).

(Name and title of Immigration Officer)

(Signature of Immigration Officer)

Notice: If the subject is taken into DHS custody, he or she may be removed from the United States. If the subject may be the victim of a crime or you want the subject to remain in the United States for a law enforcement purpose, please notify the ICE Law Enforcement Support Center at (802) 872-6020. You may also call this number if you have any other questions or concerns about this matter.

TO BE COMPLETED BY THE LAW ENFORCEMENT AGENCY CURRENTLY HOLDING THE SUBJECT OF THIS NOTICE:

Please provide the information below, sign, and return to DHS by mailing, emailing, or faxing a copy to _____.

Local Booking/Inmate #: _____ Est. release date/time: _____ Date of latest criminal charge/conviction: _____

Latest offense charged/convicted: _____

This Form I-247D was served upon the subject on _____, in the following manner:

- in person
by inmate mail delivery
other (please specify): _____

(Name and title of Officer)

(Signature of Officer)

NOTICE TO THE DETAINEE

The Department of Homeland Security (DHS) has placed an immigration detainer on you. An immigration detainer is a notice to a law enforcement agency that DHS intends to assume custody of you (after you otherwise would be released from custody) because there is probable cause that you are subject to removal from the United States under federal immigration law. DHS has requested that the law enforcement agency that is currently detaining you maintain custody of you for a period not to exceed 48 hours beyond the time when you would have been released based on your criminal charges or convictions. If DHS does not take you into custody during this additional 48 hour period, you should contact your custodian (the agency that is holding you now) to inquire about your release. If you have a question or complaint regarding this detainer, please contact the ICE ERO Detention Reporting and Information Line at (888) 351-4024. For complaints related to alleged violations of civil rights or civil liberties connected to DHS activities, please contact the Joint Intake Center at (877) 2INTAKE (877-246-8253). If you believe you are a United States citizen or the victim of a crime, please advise DHS by calling the ICE Law Enforcement Support Center toll free at (855) 448-8903.

NOTIFICACIÓN AL DETENIDO

El Departamento de Seguridad Nacional (DHS) ha emitido una orden de detención migratoria en su contra. Una orden de detención migratoria es un aviso a la autoridad de seguridad pública que DHS tiene la intención de asumir custodia sobre usted (después que normalmente hubiera sido liberado de su custodia) porque existe causa probable que usted esté sujeto a ser removido de los Estados Unidos bajo la ley federal de inmigración. DHS ha pedido que la autoridad de seguridad pública que actualmente lo tiene detenido lo / la mantenga en su custodia por un período que no sobrepase 48 horas después del momento cuando usted hubiera sido liberado basado en sus cargos o condenas criminales. Si DHS no lo toma bajo su custodia durante este período adicional de 48 horas, usted debe contactar a la agencia responsable por su custodia (la que actualmente lo tiene detenido) para preguntar acerca de su liberación. Si usted tiene alguna pregunta o queja concerniente a esta orden de detención, por favor contacte la Línea para Reportar e Información de ICE ERO al (888) 351-4024. Para quejas relacionadas a violaciones alegadas de derechos civiles o libertades civiles conectadas a las actividades de DHS, por favor contacte al Joint Intake Center (Centro de Admisión) al (877) 2INTAKE (877-246-8253). Si usted cree ser un ciudadano de los Estados Unidos o víctima de un crimen, por favor avísele a DHS llamando gratis al ICE Law Enforcement Support Center (Centro de Apoyo de ICE para las Agencias para el Cumplimiento de la Ley) al (855) 448-8903.

AVIS AU DETENU

Le Département de la Sécurité Nationale (en anglais: DHS) a émis un ordre d'arrêt d'immigration contre vous. Un ordre d'arrêt d'immigration est un avis à un organisme d'application de la loi que DHS a l'intention d'assumer votre garde (après votre libération) car il existe cause probable que vous soyez sujet à l'expulsion des États-Unis en vertu du droit fédéral de l'immigration. DHS a demandé à l'agence d'application de la loi qui actuellement vous détient, de vous maintenir sous garde pendant une période n'excédant pas 48 heures après avoir été libéré en fonction des accusations ou condamnations criminelles contre vous. Si DHS ne vous prend pas en garde à vue au cours de cette période de 48 heures supplémentaires, vous devez contacter votre gardien (l'agence qui vous retient aujourd'hui) pour enquêter au sujet de votre libération. Si vous avez une question ou une plainte au sujet de cette demande, veuillez contacter la Ligne pour Rapporter et d'Information de ICE ERO au (888) 351-4024. Pour les plaintes relatives à des violations présumées des droits et libertés civiles liés à des activités de DHS, veuillez contacter Joint Intake (Centre d'Admissions) au (877) 2INTAKE (877-246-8253). Si vous croyez que vous êtes un citoyen américain ou victime d'un crime, veuillez prévenir DHS, en appelant gratuitement ICE Law Enforcement Support Center (Centre d'Appui de ICE pour les Organismes d'Application de la Loi) au 855 448-8903.

AVISO AO DETENTO

O Departamento de Segurança Interna (DHS, pela sigla americana) emitiu uma ordem de custódia imigratória em seu nome. Este documento é um aviso enviado às agências de aplicação da lei de que o DHS pretende assumir a custódia da sua pessoa, caso seja libertad. O DHS pediu que a agência de aplicação da lei encarregada da sua atual detenção mantenha-o sob custódia durante, no máximo, 48 horas após o período em que seria libertado pelas autoridades estaduais ou municipais de aplicação da lei, de acordo com as respectivas acusações e penas criminais. Se o DHS não assumir a sua custódia durante essas 48 horas adicionais, você deverá entrar em contato com a agência custodiante (a agência de aplicação da lei ou qualquer outra entidade que esteja detendo-o no momento) para obter informações sobre sua libertação da custódia estadual ou municipal. Caso você tenha alguma reclamação a fazer sobre esta ordem de custódia imigratória ou relacionada a violações dos seus direitos ou liberdades civis decorrente das atividades do DHS, entre em contato com o Joint Intake Center, que seja o Centro de Entrada Conjunta da Agência de Controle de Imigração e Alfândega (ICE, pela sigla americana) pelo telefone 1-877-246-8253. Se você acreditar que é cidadão dos EUA ou está sendo vítima de um crime, informe ao DHS, ligando para o Law Enforcement Support Center, que seja o Centro de Apoio para Aplicação da Lei do ICE pelo telefone de ligação gratuita (855) 448-8903.

THÔNG BÁO CHO NGƯỜI ĐANG BỊ GIAM

Bộ An ninh Nội địa Mỹ (DHS) có lệnh giam giữ ông/bà vì lý do liên quan đến luật di trú. Lệnh giam giữ vì lý do liên quan đến luật di trú là thông báo của DHS cho các cơ quan thi hành luật pháp là DHS có ý định dành thẩm quyền để tạm giữ ông/bà (sau khi ông/bà được thả). Lý do là, theo luật di trú của liên bang Mỹ, DHS có lý do chính đáng để xếp ông/bà vào diện có thể bị trục xuất ra khỏi Mỹ. DHS đã yêu cầu cơ quan thi hành luật pháp, nơi đang giam ông/bà, phải tiếp tục giam ông/bà thêm cho đến tối đa không được quá 48 tiếng đồng hồ, thời điểm mà ông/bà coi như đã được thả, căn cứ vào lời buộc tội hoặc bản án kết tội của tòa. Nếu trong vòng 48 tiếng đồng hồ bổ sung này mà DHS không đến nhận ông/bà, thì ông/bà nên liên lạc với nhân viên quản lý của mình (nơi đang giam giữ ông/bà) để biết chi tiết và vấn đề được thả ra khỏi nhà giam. Nếu ông/bà có thắc mắc hoặc khiếu nại về lệnh tạm giữ này, xin liên lạc với ICE ERO Detention Reporting and Information Line ở số (888) 351-4024. Nếu ông/bà có phản nản về các hoạt động, công tác của DHS mà ông/bà cho là có vi phạm đến dân quyền hoặc tự do dân quyền, xin liên lạc Joint Intake Center ở số (877) 2INTAKE (877-246-8253). Nếu ông/bà tin rằng mình có quốc tịch Mỹ, hoặc mình là nạn nhân trong vụ tội, xin gọi ICE Law Enforcement Support Center ở số điện thoại miễn phí (855) 448-6903 để báo cho DHS biết.

對扣留者的通告

美国国土安全部 (DHS) 已發出一張扣留令，對你進行扣留。移民扣留令的目的是告訴執法機關現在DHS 有權力扣押你 (在你被关押的部門釋放之後) 因为根据美国联邦移民法，我們有頗能成立的因由可將你遣送出境。DHS 已向扣留你的有關執法機關提出要求在你刑事控罪及定罪後被釋放的48小時內對你繼續進行扣留。如果在這48小時內DHS沒有扣押你，那你可以聯絡你的保管人 (現关押你的部門) 查詢有關你釋放的事。如果你對這扣留令有任何問題或投訴，請聯絡ICE ERO 拘留報告信息熱線 (888) 351-4024。任何有關DHS涉嫌違反民權或民權自由行為的投訴，請联系美国移民及海關執法局聯合接待中心 (ICE Joint Intake Center) (877) 2INTAKE (877-246-8253)。如果你相信你是美国公民或是受害者，請联系美国移民及海關執法局的執法支援中心 (ICE Law Enforcement Support Center) 告知DHS，其免費電話號碼是 (855) 448-6903。

**Adult Services
 Statement of Client Rights and DHS Code of Conduct**

Shelter Name: _____ Date: ____/____/____

Last Name:	First Name:	Middle Initial:
Preferred Name:		
Date of Birth:	CARES ID Number:	

The **Statement of Client Rights and Department of Homeless Services (DHS) Code of Conduct** explains your rights and what you are required to do if you stay in short-term emergency housing (“shelter” or “the facility”). These requirements ensure that each facility is a safe and respectful place for you and other DHS clients to reside temporarily and that you work with staff to exit your facility for housing in the community as quickly as possible. If it is hard for you to understand this form, you can ask for help.

SAMPLE

While staying in shelter, your rights include:

1. The right to exercise your civil rights and religion.
2. The right to a safe, clean shelter environment.
3. The right to be treated fairly and not be discriminated against because of your race/ethnicity, color, age, citizenship status, religious beliefs, disability, family status, partnership status, marital status, status as a survivor of domestic violence, gender, gender identity, sexual orientation, veteran status, source of income, or lawful occupation.
4. The right to receive courteous, fair, dignified, and respectful treatment.
5. The right to be referred to and addressed by your preferred name, pronouns, and title regardless of what your documentation says or where you are placed in shelter.
6. The right to communicate, and access information, in your preferred language and the right to interpretation services.
7. The right to present grievances on behalf of yourself and others to your shelter director or DHS without fear of retaliation and receive a timely response. This also includes the right to join with others to work for improvements in care.
8. The right to ask for a reasonable accommodation if you have a disability, medical or mental health condition and need help accessing or participating in DHS shelter programs and services.

(Turn page)

While in shelter, your rights include (continued):

9. The right to request that a shelter operator or social services district make reasonable accommodations for any physical or mental disability that substantially limits any major life activities.
10. The right to privacy and to have your information (personal, medical, financial, social, sexual orientation, transgender status, etc.) kept confidential by DHS and shelter staff.
11. The right to privacy in caring for your personal needs.
12. The right to communicate privately – verbally and in writing (for example, with your attorney or other legal representative).
13. The right to manage your own finances.
14. The right to stay at the shelter without being transferred or discharged except in keeping with New York State regulations and the DHS procedures applying those regulations.
15. The right to shelter at no cost to you.
16. The right to bring two bags of personal belongings to the shelter.
17. The right to come and go from the shelter in keeping with curfew.
18. The right to send and receive mail or any other correspondence without interception or interference, except that incoming mail may be scanned and x-rayed to ensure that it does not contain items that could threaten the security of the facility or the health and safety of residents or staff.
19. The right to move about freely in authorized areas in and around the shelter.
20. The right to be free from physical restraint or confinement.
21. The right to report complaints to your shelter or to DHS (using your name or anonymously) and to receive a timely response without having to worry about retaliation.
22. The right to have your version of the events leading to an accident or incident in which you are involved included on all accident or incident reports.
23. The right to not be obliged to perform work by coercion or threat.
24. The right to not give any operator or agent of the operator any gratuity in any form for services provided or arranged for in accord with law or regulation.
25. The right to receive visitors in designated areas of the shelter, where feasible, during reasonable hours as specified in the shelter rules.
26. The right to have your image and likeness kept private/confidential while receiving shelter services.
27. The right to end your shelter stay at any time.

(Turn page)

Single acts of the following misconduct may lead to sanction, transfer, and/or suspension:

1. Intentionally setting a fire or vandalizing property or equipment in or around the shelter.
2. Possessing, selling, or using illegal drugs or alcohol in or around the facility.
3. Assaulting or physically attacking another person or causing immediate danger to another person or having a weapon.
4. Being arrested for criminal activity including, but not limited to, trespassing, theft, harassment, extortion, loan sharking, intimidation or victimization of other shelter clients, local residents or staff in or around the shelter premises.
5. Smoking or vaping in indoor or other unauthorized areas.
6. Behaving in a way that puts your health and safety or the health and safety of others in danger or that substantially interferes with the orderly operation of the shelter.

Single violations of the following may lead to the loss of shelter:

1. Since shelter is temporary, you must actively look for permanent housing and not refuse or turn down any suitable housing that is found.
2. You must cooperate with and complete an assessment by DHS or shelter staff.
3. You must work with staff to develop an Independent Living Plan (ILP).

Multiple violations of the following conduct standards may lead to the loss of shelter. However, in some cases, a single violation of a serious nature may also lead to the loss of shelter:

1. You must cooperate with staff to complete your ILP tasks in order to get permanent housing. You must agree to and meet with shelter staff as required to discuss your progress in following your ILP.
2. You are required to keep your unit and the common areas of your unit/area clean and orderly. Shelter staff may do unannounced health and safety inspections of your unit weekly or more frequently. You must provide access to shelter staff for these inspections.
3. Because space is limited, you may only bring two (2) bags of personal belongings into the shelter.
4. You may not bring in animals (unless you need a service animal or approved emotional support animal).
5. Only approved electronic devices are allowed in the shelter (ask shelter staff for a list of approved devices).
6. You are not allowed to smoke, vape, possess or drink alcohol, recreational marijuana, or illegal substances anywhere in the shelter.

(Turn page)

Multiple violations of the following conduct standards may lead to the loss of shelter. However, in some cases, a single violation of a serious nature may also lead to the loss of shelter (continued):

7. You may not cause excessive noise or act disrespectfully towards shelter staff or fellow clients.
8. You must be properly dressed and fully clothed on shelter premises and grounds, including outside your unit or area
9. When directed, you must leave your unit/area and/or the building during fire drills, emergencies, evacuations, cleaning, maintenance, and any other safety exercises.
10. Shelter staff has the right to check your unit/locker/area daily.
11. You may not stay overnight outside of the shelter unless pre-approved by shelter staff.
12. You may be required to sign in and out when entering and exiting the shelter. You may also be required to leave the unit keys with shelter security when leaving the shelter. All clients and their personal property are subject to search upon entering the shelter.
13. You may not change or add locks without permission.
14. You must notify shelter staff within a timely manner whenever you are sick.
15. You may not engage in sexual activity in any single adult shelter.
16. You may not steal from other clients or shelter staff.
17. You may only access the shelter's authorized areas.
18. You will comply with your shelter's "Good Neighbor" policy.
19. You will not take pictures, video, or record others unless allowed by DHS. Everyone at DHS locations, including clients, staff, and visitors **must follow this policy.**

Compliance with Public Assistance is a Requirement for Staying in Shelter:

1. You must apply for, and if eligible, maintain any benefits and resources applicable to you, including but not limited to an open and active Public Assistance (PA) case with the Human Resources Administration (HRA).
2. You must cooperate with HRA and DHS in determining your available resources and apply for and use any benefits and resources to reduce or eliminate your need for shelter.
3. If you have earned or unearned income, you must save the amount you and your case worker have agreed upon in your ILP.
4. With the help of your caseworker, you are expected to participate in activities to help you find and move to housing in the community, such as applying for public assistance ("PA") and other benefits for which you may be eligible, keeping your PA or other benefits case open, working or looking for a job, participating in HRA and other job-training and employment programs, and looking for housing. If you remain in your unit without a valid reason, shelter staff can and will direct you to relevant activities, either in the shelter or off-site.

(Turn page)

I am seeking shelter from the Department of Homeless Services. I have reviewed and understand the above "Statement of Client Rights and DHS Code of Conduct" and had it explained to me. These rights and responsibilities will help me find a permanent place to live independently.

IF I DO NOT FOLLOW THE STATEMENT OF CLIENT RIGHTS AND CODE OF CONDUCT:

- 1. I may be required to leave the shelter and have my shelter stay ended if I do not follow this "Statement of Client Rights and DHS Code of Conduct", even if I do not sign this document.*
- 2. I will not have my shelter stay ended if I cannot obey the "Statement of Client Rights and DHS Code of Conduct" due to a disability, medical condition, or mental health condition.*
- 3. I have the right to challenge DHS' decision to discontinue my shelter stay by requesting a New York State Fair Hearing.*

_____	_____	_____
Print Name (Head of Household)	Signature	Date
_____	_____	_____
Print Name	Signature	Date
_____	_____	_____
Print Name	Signature	Date
_____	_____	_____
Print Name	Signature	Date

SAMPLE

STAFF:	
I have explained this form to the client. <input type="checkbox"/> Client declined to sign.	
_____	_____
Print Name	Signature

	Date

Family Services Statement of Client Rights and DHS Code of Conduct

Shelter Name: _____ Date: ____/____/____

Case Composition: # Adults _____ # Children _____

Last Name:	First Name:	Middle Initial:
Preferred Name:		
Date of Birth:	CARES ID Number:	

The **Statement of Client Rights and Department of Homeless Services (DHS) Code of Conduct** explains your rights and what you are required to do if you stay in short-term emergency housing ("shelter" or "the facility"). These requirements ensure that each facility is a safe and respectful place for you and other DHS clients to reside temporarily and that you work with staff to exit your facility for housing in the community as quickly as possible. If it is hard for you to understand this form, you can ask for help.

SAMPLE

While in shelter, your rights include:

1. The right to exercise your civil rights and religion.
2. The right to a safe, clean shelter environment.
3. The right to be treated fairly and not be discriminated against because of your race/ethnicity, color, age, citizenship status, religious beliefs, disability, family status, partnership status, marital status, status as a survivor of domestic violence, gender, gender identity, sexual orientation, veteran status, source of income, or lawful occupation.
4. The right to receive courteous, fair, dignified, and respectful treatment.
5. The right to be referred to and addressed by your preferred name, pronouns, and title regardless of what your documentation says or where you are placed in shelter.
6. The right to communicate, and access information, in your preferred language and the right to interpretation services.
7. The right to present grievances on behalf of yourself and others to your shelter director or DHS without fear of retaliation and receive a timely response. This also includes the right to join with others to work for improvements in care.
8. The right to ask for a reasonable accommodation if you have a disability, medical or mental health condition and need help accessing or participating in DHS shelter programs and services.

(Turn page)

While in shelter, your rights include (continued):

9. The right to request that a shelter operator or social services district make reasonable accommodations for any physical or mental disability that substantially limits any major life activities.
10. The right to privacy and to have your information (personal, medical, financial, social, sexual orientation, transgender status, etc.) kept confidential by DHS and shelter staff.
11. The right to privacy in caring for your personal needs.
12. The right to communicate privately – verbally and in writing (for example, with your attorney or other legal representative).
13. The right to manage your own finances.
14. The right to stay at the shelter without being transferred or discharged except in keeping with New York State regulations and the DHS procedures applying those regulations.
15. The right to shelter at no cost to you.
16. The right to bring two bags of personal belongings to the shelter.
17. The right to come and go from the shelter in keeping with curfew.
18. The right to send and receive mail or any other correspondence without interception or interference, except that incoming mail may be scanned and x-rayed to ensure that it does not contain items that could threaten the security of the facility or the health and safety of residents or staff.
19. The right to move about freely in authorized areas in and around the shelter.
20. The right to be free from physical restraint or confinement.
21. The right to report complaints to your shelter or to DHS (using your name or anonymously) and to receive a timely response without having to worry about retaliation.
22. The right to have your version of the events leading to an accident or incident in which you are involved included on all accident or incident reports.
23. The right to not be obliged to perform work by coercion or threat.
24. The right to not give any operator or agent of the operator any gratuity in any form for services provided or arranged for in accord with law or regulation.
25. The right to receive visitors in designated areas of the shelter, where feasible, during reasonable hours as specified in the shelter rules.
26. The right to have your image and likeness kept private/confidential while receiving shelter services.
27. The right to end your shelter stay at any time.

(Turn page)

Single acts of the following misconduct may lead to the loss of shelter:

1. You are forbidden to bring weapons and any illegal substances into the shelter.
2. Violence, threatened violence, or other illegal conduct is not permitted and will be reported to law enforcement authorities.
3. Acts that endanger the health and safety of yourself or others or which substantially interfere with the orderly operation of the facility will not be tolerated.

Single violations of the following may lead to the loss of shelter:

1. Since shelter is temporary housing, you must look for permanent housing and accept any suitable housing that is found.
2. You must cooperate with and complete an assessment by DHS or shelter staff
3. You must work with staff to develop an independent living plan (ILP).
4. You must apply for and, if eligible, keep open a Public Assistance (PA) case with the Human Resources Administration (HRA).

Multiple violations of the following conduct standards may lead to the loss of shelter.

However, in some cases, a single violation of a serious nature may also lead to the loss of shelter:

1. You must cooperate with staff to complete your ILP tasks in order to get permanent housing. You must agree to and meet with shelter staff at least once every other week to discuss your progress in following your ILP.
2. You are required to keep your unit and the common areas of your temporary shelter clean and orderly. Shelter staff may do unannounced health and safety inspections of your unit weekly or more frequently. You must provide access to shelter staff for these inspections.
3. Because space is limited, you may only bring two bags of personal belongings into the shelter.
4. You may not bring in and use: hot plates, space heaters; air conditioners, furniture; televisions larger than 32 inches; cable TV service; or animals (unless you have a disability and require the use of a service animal and/or approved emotional support animal).
5. You are not allowed to smoke, vape, possess or drink alcohol, recreational marijuana, or illegal substances anywhere in the shelter.
6. You may not cause excessive noise or act disrespectfully towards shelter staff or fellow clients.
7. You must be properly dressed and fully clothed on shelter grounds and premises, including outside your unit or area.
8. When directed, you must leave your unit/area and/or building during fire drills, evacuations, cleaning, maintenance, and other safety exercises.

(Turn page)

Multiple violations of the following conduct standards may lead to the loss of shelter.

However, in some cases, a single violation of a serious nature may also lead to the loss of shelter (continued):

9. You are responsible for supervising your children at all times, including in all common areas. You may not leave the shelter without your children unless arrangements have been made for another adult to supervise the children and these arrangements have been approved by shelter staff.
10. Children under two years of age must sleep in cribs, in accordance with the "Safe Sleeping" guidelines that have been provided to you either in written or video form.
11. School-aged children are required to attend school.
12. With the help of your caseworker, you are expected to take part in activities that will help get you to a permanent home, such as working (or looking for work), looking for housing, or working with the Human Resources Administration (HRA).
13. Shelter staff has the right to check your room every day.
14. You may not stay overnight outside of the shelter unless pre-approved by shelter staff
15. You must sign in and out with your children when entering and exiting the shelter and you may be required to leave your unit keys with shelter security staff when leaving the facility.
16. All shelters have a curfew of 10 pm and children must be in their units with a responsible adult by 9 pm, except in the case of a documented emergency or if you have an approved late pass. From June 1 to Labor Day, curfew for parents and children is 11 pm.
17. You may not change the locks on your unit or add additional locks without permission.
18. If you have been placed in a shelter with on-site recreation, day care, or a cafeteria, you must abide by the rules established by the facility for using these services.
19. You must notify shelter staff whenever you or anyone in your family becomes sick.
20. You must comply with your shelter's "Good Neighbor Policy."
21. You will not take pictures, video, or record others unless allowed by DHS. Everyone at DHS locations, including clients, staff, and visitors **must follow this policy.**

(Turn page)

My family is seeking shelter from the Department of Homeless Services. I have reviewed and have had the above "Statement of Client Rights and Client Code of Conduct" explained to me and I understand it. These rights and responsibilities will help my family find a permanent place to live independently. I understand that my family has the right to file a grievance with the shelter operator and/or DHS without fear of getting in trouble.

IF I DO NOT FOLLOW THE STATEMENT OF CLIENT RIGHTS AND CODE OF CONDUCT:

- 1. I or my family may have to leave the shelter and have our shelter/temporary housing assistance discontinued if we do not follow the Client Code of Conduct, even if we do not sign this document.*
- 2. My family will not have its shelter/temporary housing assistance stay ended if we cannot obey the Client Code of Conduct due to a disability, medical condition, or mental health condition.*
- 3. My family has a right to challenge a decision to temporarily discontinue shelter/temporary housing assistance stay by requesting a New York State Fair Hearing and/or an agency conference with DHS.*

SAMPLE

Print Name

Signature

Date

Print Name

Signature

Date

Print Name

Signature

Date

STAFF:

I have explained this form to the client. Client refused to sign.

Print Name

Signature

Date

Street Homeless Solutions Statement of Client Rights and DHS Code of Conduct

Facility Name: _____ Date: ____/____/____

Last Name:	First Name:	Middle Initial:
Preferred Name:		
Date of Birth:	CARES ID Number:	

The **Statement of Client Rights and Department of Homeless Services (DHS) Code of Conduct** explains your rights and what you are required to do if you stay in short-term emergency housing (“shelter” or “the facility”). These requirements ensure that each facility is a safe and respectful place for you and other DHS clients to reside temporarily and that you work with staff to exit your facility for housing in the community as quickly as possible. If it is hard for you to understand this form, you can ask for help.

SAMPLE

While staying in shelter, your rights include:

1. The right to exercise your civil rights and religion.
2. The right to a safe, clean living environment.
3. The right to be treated fairly and not be discriminated against because of your race/ethnicity, color, age, citizenship status, religious beliefs, disability, family status, partnership status, marital status, status as a survivor of domestic violence, gender, gender identity, sexual orientation, veteran status, source of income, or lawful occupation.
4. The right to receive courteous, fair, dignified, and respectful treatment.
5. The right to be referred to and addressed by your preferred name, pronouns, and title regardless of what your documentation says or where you are placed.
6. The right to communicate, and access information, in your preferred language and the right to interpretation services.
7. The right to present grievances on behalf of yourself and others to your site director or DHS without fear of retaliation and receive a timely response. This also includes the right to join with others to work for improvements in care.
8. The right to ask for a reasonable accommodation if you have a disability, medical or mental health condition and need help accessing or participating in DHS programs and services.

(Turn page)

While staying in shelter, your rights include (continued):

9. The right to request that a facility operator or social services district make reasonable accommodations for any physical or mental disability that substantially limits any major life activities.
10. The right to privacy and to have your information (personal, medical, financial, social, sexual orientation, transgender status, etc.) kept confidential by DHS and facility staff.
11. The right to privacy in caring for your personal needs.
12. The right to communicate privately – verbally and in writing (for example, with your attorney or other legal representative).
13. The right to manage your own finances.
14. The right to stay at the facility without being transferred or discharged except in keeping with State regulations and the DHS procedures applying those regulations.
15. The right to shelter at no cost to you.
16. The right to bring two bags of personal belongings to the facility.
17. The right to come and go from the facility in keeping with facility rules.
18. The right to send and receive mail without interference except that incoming mail may be scanned and x-rayed to ensure it does not contain items that could threaten the security of the facility or the health and safety of others.
19. The right to move about freely in authorized areas in and around the facility.
20. The right to be free from physical restraint or confinement.
21. The right to report complaints to your facility director or to DHS (using your name or anonymously) and to receive a timely response without having to worry about retaliation.
22. The right to have your version of the events leading to an accident or incident in which you are involved included on all accident or incident reports.
23. The right to not be obliged to perform work by coercion or threat.
24. The right to not give any operator or agent of the operator any gratuity in any form for services provided or arranged for in accord with law or regulation.
25. The right to receive visitors in designated areas of the facility, where feasible, during reasonable hours as specified in the facility rules.
26. The right to have your image and likeness kept private/confidential while receiving DHS services.
27. The right to end your facility stay at any time.

(Turn page)

Single acts of the following misconduct may lead to sanction, transfer, and/or suspension:

1. Intentionally setting a fire or vandalizing property or equipment in or around the facility.
2. Possessing, selling, or using illegal drugs or alcohol in or around the facility.
3. Assaulting or physically attacking another person or causing immediate danger to another person or having a weapon.
4. Being arrested for criminal activity including, but not limited to, trespassing, theft, harassment, extortion, loan sharking, intimidation or victimization of other facility clients, local residents or staff in or around the facility premises.
5. Smoking or vaping in indoors or other unauthorized areas.
6. Behaving in a way that puts your health and safety or the health and safety of others in danger or that substantially interferes with the orderly operation of the facility.

Single violations of the following may lead to the loss of shelter:

1. Since this is temporary housing, you must actively look for permanent housing and not refuse or turn down any suitable housing that is found.
2. You must cooperate with and complete an assessment by DHS or facility staff.
3. You must work with staff to develop an Independent Living Plan (ILP).

Multiple violations of the following conduct standards may lead to the loss of shelter. However, in some cases, a single violation of a serious nature may also lead to the loss of shelter:

1. You may not have other clients in your room without permission from the facility director.
2. You must cooperate with staff to complete your ILP tasks in order to get permanent housing. You must agree to and meet with facility staff as required to discuss your progress in following your ILP.
3. You are required to keep your unit and the common areas of your unit/area clean and orderly. Staff may do unannounced health and safety inspections or repairs of your unit weekly or more frequently. You must provide access to staff for these inspections.
4. Because space is limited, you may only bring two (2) bags of personal belongings into the facility.
5. You may not bring in animals (unless you need a service animal or approved emotional support animal).
6. Only approved electronic devices are allowed in the facility (ask facility staff for a list of approved devices).
7. You are not allowed to smoke, vape or possess or drink alcohol, recreational marijuana, or illegal substances anywhere in the facility.
8. You may not cause excessive noise and act disrespectfully towards facility staff or fellow clients.

(Turn page)

Multiple violations of the following conduct standards may lead to the loss of shelter. However, in some cases, a single violation of a serious nature may also lead to the loss of shelter (continued):

9. You must be properly dressed and fully clothed on facility premises and grounds, including outside your unit or area.
10. When directed, you must leave your unit/area and/or the building during fire drills, emergencies, evacuations, cleaning, maintenance, and any other safety exercises.
11. Facility staff has the right to check your unit/locker/area daily.
12. You may not stay overnight outside of the facility unless pre-approved by facility staff.
13. You may be required to leave the unit keys with facility security when leaving the facility. All clients and their personal property are subject to search upon entering the facility.
14. You may not change or add locks without permission.
15. You must notify facility staff within a timely manner whenever you are sick.
16. You may not steal from other clients or facility staff.
17. You may only access the facility's authorized areas.
18. You will comply with your site's "Good Neighbor" policy
19. You will not take pictures, video, or record others unless allowed by DHS. Everyone at DHS locations, including clients, staff, and visitors **must follow this policy.**

Compliance with Public Assistance is a Requirement for Staying in a Facility:

1. You must apply for, and if eligible, maintain any benefits and resources applicable to you, including but not limited to an open and active Public Assistance (PA) case with the Human Resources Administration (HRA).
2. You must cooperate with HRA and DHS in determining your available resources and apply for and use any benefits and resources to reduce or eliminate your need for shelter.
3. If you have earned or unearned income, you must save the amount you and your case worker have agreed upon in your ILP.
4. With the help of your caseworker, you are expected to participate in activities to help you find and move to housing in the community, such as applying for public assistance ("PA") and other benefits for which you may be eligible, keeping your PA or other benefits case open, working or looking for a job, participating in HRA and other job-training and employment programs, and looking for housing.

(Turn page)

I am seeking shelter from the Department of Homeless Services. I have reviewed and understand the above "Statement of Client Rights and DHS Code of Conduct" and had it explained to me. These rights and responsibilities will help me find a permanent place to live independently.

IF I DO NOT FOLLOW THE STATEMENT OF CLIENT RIGHTS AND CODE OF CONDUCT:

- 1. I may be required to leave the facility and have my facility stay ended if I do not follow this "Statement of Client Rights and DHS Code of Conduct" even if I do not sign this document.*
- 2. I will not have my facility stay ended if I cannot obey the "Statement of Client Rights and DHS Code of Conduct" due to a disability, medical condition, or mental health condition.*
- 3. I have the right to challenge DHS' decision to discontinue my facility stay by requesting a New York State Fair Hearing.*

Print Name (Head of Household)

Signature

Date

Print Name

Signature

Date

SAMPLE

STAFF:

I have explained this form to the client. Client declined to sign.

Print Name

Signature

Date

NO RECORDING



NO RECORDING

To protect your privacy and the privacy of others, **video, audio recordings or live streaming are not allowed** unless authorized by the agency. All persons, at all Department of Homeless Services locations, including clients, staff, or visitors, must adhere to this policy.

لا تسجيل

لحماية خصوصيتك وخصوصية الآخرين، لا يُسمح بتسجيلات الفيديو أو التسجيلات الصوتية أو البث المباشر ما لم تأذن الوكالة بذلك. يجب على جميع الأشخاص، في جميع مواقع إدارة خدمات المستردين، بما في ذلك لعملاء أو الموظفين أو الزوار، الالتزام بهذه السياسة.

কোন রেকর্ডিং

আপনার গোপনীয়তা এবং অন্যদের গোপনীয়তা রক্ষা করার জন্য, এজেন্সি দ্বারা অনুমোদিত না হলে **ভিডিও, অডিও রেকর্ডিং বা লাইভ স্ট্রিম করা অনুমোদিত নয়।** গৃহহীন পরিষেবা বিভাগের সমস্ত অবস্থানে খরিদদার, কর্মী বা আগত দর্শক সহ সকল ব্যক্তিকে অবশ্যই এই নীতি মেনে চলতে হবে।

禁止录制

为保护您的以及他人的隐私，除非由机构授权，否则**禁止录像、录音或直播**。在游民服务局 (Department of Homeless Services) 所有地点的所有人员 (包括客户、员工或访客) 必须遵守本政策。

禁止錄製

為保護您的以及他人的隱私，除非由機構授權，否則**禁止錄影、錄音或直播**。在遊民服務局 (Department of Homeless Services) 所有地點的所有人員 (包括客戶、員工或訪客) 必須遵守本政策。

PAS D'ENREGISTREMENT

Pour protéger votre vie privée et celle des autres, les **vidéos, les enregistrements audio ou la diffusion en direct ne sont pas autorisés**, sauf autorisation de l'agence. Toutes les personnes, dans tous les lieux du Department of Homeless Services [Département des services aux sans-abri], qu'il s'agisse de clients, de membres du personnel ou de visiteurs, doivent adhérer à cette politique.

PA GEN ANREJISTREMAN

Pou pwoteje vi prive ou ak vi prive lòt moun, **videyo, anrejistreman odyo oswa difizyon an dirèk yo pa otorize sof si ajans lan otorize sa.** Tout moun, nan tout lokal Depatman Sèvis pou Sanzabri, enkli kliyan, anplwaye, oswa vizite, dwe respekte règleman sa.

녹음 금지

귀하의 개인 정보 및 타인의 개인 정보를 보호하기 위해 에이전시의 허가를 받지 않는 한 **비디오, 오디오 기록 또는 라이브 스트리밍은 허용되지 않습니다.** 고객, 직원 또는 방문객을 포함하여 모든 소속자 서비스 부서에 있는 모든 사람들은 이 정책을 준수해야 합니다.

ZAKAZ NAGRYWANIA

Aby chronić prywatność Pana/Pani oraz innych osób, **zabrania się nagrywania wideo i audio oraz strumieniowania na żywo** bez wyraźnej zgody agencji. Wszystkie osoby we wszystkich lokalizacjach Wydziału Usług dla Osób Bezdomnych, w tym klienci, personel i odwiedzający, muszą zastosować się do tego zakazu.

Фото- и видеосъемка запрещена

В целях неприкосновенности вашей личной информации и данных других лиц, **запись видео- и аудиоматериалов или прямых трансляций запрещена**, если иное не разрешено учреждением. Все лица, находящиеся в любых пунктах Департамента по делам бездомных, в частности клиенты, персонал или посетители, должны придерживаться этого правила.

PRPOHIBIDO GRABAR

Para proteger su privacidad y la privacidad de los demás, **no se permiten grabaciones de video o audio ni la transmisión en directo**, a menos la agencia lo autorice. Todas las personas, en todas los lugares del Departamento de servicios para personas sin casa (Department of Homeless Services), incluyendo los clientes, el personal o los visitantes, deben cumplir esta política.

کوئی ریکارڈنگ نہیں

آپ کی رازداری اور دوسروں کی رازداری کے تحفظ کے لیے، **ویڈیو، آڈیو ریکارڈنگز یا لائوو سلسلہ بندی کی اجازت نہیں ہے** الا یہ کہ ایجنسی اس کی اجازت دے دے۔ تمام افراد، محکمہ بے گھری کی خدمات کے تمام مقامات پر، بشمول کلائنٹس، عملہ، یا زائرین، کو اس پالیسی پر عمل کرنا ہوگا