

New York City Department for the Aging

KNOW YOUR RIGHTS

Important Information for Older New Yorkers

As an older adult in New York City, you are entitled to certain rights and protections, as well as access to benefits and resources provided by the New York City Department for the Aging (NYC Aging) and other partner agencies in New York City.



Rights and Resources for Older Adults

Age Discrimination

The New York City Human Rights Law (NYCHRL) includes protections for all workers, regardless of age, and prohibits discrimination on the basis of actual or perceived age by most employers, housing providers, and providers of public accommodations in New York City. Older adults pursuing their rights under the NYCHRL can choose to file a complaint with the New York City Human Rights Commission's Law Enforcement Bureau, or through state and federal court, depending on when the discrimination occurred. The New York State Human Rights Law also protects you from discrimination based on age, race, disability, and a host of other categories. You can also file complaints about discrimination with the New York State Division of Human Rights.

For more information on the NYC Human Rights Commission and to file a complaint, visit: www.nyc.gov/cchr or call **311** and say, "human rights."

To ask a question or report discrimination, find your nearest borough-based Community Service Center by calling **212-416-0197**.

To make a complaint to the NY State Division of Human Rights call **1-888-392-3644** or visit: www.dhr.ny.gov/complaint.



Tenant's Rights

The New York City Human Resources Administration provides free legal services for individuals facing eviction under the Right-to-Counsel Law. Tenants facing eviction in Housing Court or NYCHA administrative proceedings have access to free legal representation or advice provided by legal services organizations from across the five boroughs. NYC Aging also provides resources through its Tenancy and Eviction Support Services (TESS) program which works with the NYC Human Resource Administration to provide some case management supports for older adults who have active cases in housing court.

For more information on Right-to-Counsel, call Housing Court Answers at **212-962-4795** or **718-557-1379**.

For more information on housing or tenant's rights call Aging Connect at **212-244-6469**.



Deed Theft & Fraud



Deed theft, or deed fraud, happens when criminals record fraudulent deeds, mortgages, or other liens against a property without the owner's knowledge or consent. You have the right to check your property's deed with the City Register's Office by either visiting the ACRIS site in the Bronx, Brooklyn, Manhattan, and Queens, or the Richmond County Clerk's website in Staten Island. You will need to know your property's borough, block, and lot number to access this information.

To know your borough, block, and lot number, visit: www.nyc.gov/bbl.

For more information, and to report deed fraud, visit: www.nyc.gov/site/finance/taxes/deed-fraud.page.



Elder Abuse

Older adults are protected against abuse committed by individuals who violate the notion of a trusting relationship with an older victim in four general areas: neglect, financial exploitation, psychological abuse, and physical abuse, including sexual abuse. The New York State Social Services Law defines these types of varying abuses, and you can access resources if you feel you are a victim in any of these areas. NYC Aging partners with a community-based program in each borough to provide elder abuse victims with crisis intervention and safety planning.

To be connected to resources for victims of elder abuse, call [212-AGING-NYC \(212-244-6469\)](tel:212-244-6469) or call [311](tel:311).



Assistance & Services for Older Adults



Help with Caregiving

New York City is home to an estimated 900,000 to 1.3 million caregivers, many of whom are women or older adults, who provide at least 30 hours of care each week to loved ones. Caring for an older adult can be stressful, but you can access assistance and services through NYC Aging-funded community-based caregiver programs which can help with support groups, counseling, training, and respite care as you navigate your caregiving relationship.

Call Aging Connect at **212-244-6469** to access more information or find a local program.

Help with Preservation of Personal Autonomy

Older adults have many differing concerns about wills, power of attorney, guardianship needs, and other legal concerns. NYC Aging and its legal service providers make referrals to free or low-cost attorneys and legal consultants who can work with you to draft or file these important documents.

To connect with these resources, contact The New York City Bar Association Legal Referral Service at **917-818-4684** or the New York State Bar Association Lawyer Referral and Information Services at **1-800-342-3661**.



Help with Transportation

NYC Aging provides transportation services for adults over 60 who cannot use or access public transportation or live in areas with few transportation options. These services are designed to ensure you can safely attend medical appointments, visit the pharmacy, go to a food pantry or grocery store, do your banking, or attend your house of worship. Many Older Adult Centers also offer transportation services and will help you get to and from activities at those centers. You may qualify for many of these services.

For more information and to find a transportation provider, call Aging Connect at **212-244-6469**.



Help with Food Access

NYC Aging-funded Older Adult Centers offer daily meals that any older adult can access to ensure they receive a meal and other services or activities offered at centers. Center staff can also help you apply for food related benefits like SNAP, or access food pantries at participating programs. For older adults who are homebound, or cannot make it to a center, they may qualify for home delivered meals.

To find a local Older Adult Center or inquire about the home delivered meals program, call Aging Connect at **212-244-6469**.



Help with Health Insurance



NYC Aging is here to help if you have questions about Medicare and which plan is the right fit for you. The Health Insurance, Information, Counseling, and Assistance Program (HIICAP) has trained experts ready to walk you through your options for free. HIICAP experts can also discuss your supplemental coverage and what that means for your Medicare benefits. For assistance with Medicaid, the Human Resource Administration's Medical Assistance Program can help to answer those questions or assist adults over 65, and have a disability or otherwise qualify, to enroll in Medicaid.

For more information on the NYC Aging HIICAP service, call Aging Connect at **212-244-6469**.



For more information on the Medical Assistance Program, call the HRA Medicaid Helpline at **1-888-692-6166**.

Help with Emergency Preparedness

Older Adults should take emergency preparedness and pre-planning for storms, natural disasters, fire, and any other traumatic community wide events seriously. The New York City Department of Emergency Management and NYC Aging work together to help older adult prepare for those events.

Information about developing an emergency support network and your needs for emergency planning, visit

www.nyc.gov/site/em/ready/seniors.page.

You can also receive updates through NotifyNYC by visiting

www.a-858-nycnotify.nyc.gov.