

HAVE A CONCERN?

- **Call 311 or (718) 557-1399** to request a connection to the Shelter Hotline
- **Email the Ombudsman** at ombudsman@dss.nyc.gov
- **Email the DSS LGBTQI Affairs Office** at lgbtqi@dss.nyc.gov
- **Visit the Ombudsman:**
Mon. to Fri., 9am-4pm
109 E. 16th St, 8th Fl
New York, NY 10003

You have the right to not be retaliated against if you make a complaint.

If you've reported gender-based harassment, discrimination, or retaliation and are unsatisfied with the resolution, you can request a legal review.



Scan for more information on resources offered by the:

Mayor's Office to End Gender-based Violence:



Anti-Violence Project:



DHS' Transgender, Non-binary, and Intersex Clients Procedure:



X @NYCDHS

Instagram @NYCDHS

Facebook @DHSOFNYC

YouTube @NYC Homeless Services

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This is a Safe, Gender-Affirming Space (TGNC)

BRC-1062 (E)

KNOW YOUR RIGHTS

Do you identify as transgender, gender non-conforming, non-binary, or intersex?

No matter where you are in the DHS system, you have the right to not be harassed or discriminated against because of your gender or gender identity.

You have the right to use, and be referred to by your preferred name, pronouns, & title.

You have the right to keep your legal name, sex assigned at birth, TGNC status, and disability confidential.

GENDER-AFFIRMING BEDS

DHS has set aside beds specifically for TGNC clients. These beds are housed in men and women shelters in Manhattan, the Bronx, Brooklyn, and Queens. They are in smaller setting congregate rooms that have or are near single-stalled toilets and showers or private bathrooms.

If you're interested, ask an intake staff member or your case manager. Placement in these set-aside beds is optional.

NOTE

Do You Have a Disability?

If you have a disability, you have the right to have your disability accommodated, so you can get the help you need.

Are You Being Transferred?

If you disagree with a transfer decision, you will still be transferred. However, you can ask shelter staff for "Your Transfer Rights" in your preferred language and/or request a fair hearing by calling **800-342-3334** or by submitting an online request form at <http://www.otda.ny.gov/oah/forms.asp>.